



Indiana Division of Mental Health and Addiction Consumer Satisfaction Survey Report Card

**Consumer Mental Health Treatment Satisfaction Survey Results:
Adults and Children/Adolescents Served
from July 1, 2002 through June 30, 2003
(State Fiscal Year 2003)**

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Overview

The Indiana Family and Social Services Administration (FSSA) Division of Mental Health and Addiction (DMHA) is pleased to publish this Consumer Satisfaction Survey Report Card. The purpose of this report card is to provide consumers and family members who received DMHA-contracted mental health services in Indiana with data on satisfaction with services.

The 33 mental health care agencies profiled in this report card are contracted by DMHA to provide mental health services across the State of Indiana. Under Indiana law (P.L. 40), these providers must offer the same core set of ten mental health services referred to as the “continuum of care.” This report card provides information from a sample of the people who received services during State Fiscal Year 2003 (July 1, 2002 to June 30, 2003). If you have questions about services, please visit the Indiana Division of Mental Health and Addiction website at: <http://www.in.gov/fssa/servicemental/>

The two groups of mental health service consumers surveyed for this report card were (1) adults with serious mental illness (SMI) and (2) children and adolescents with serious emotional disturbances (SED). People seeking mental health services can be enrolled in the Hoosier Assurance Plan (HAP) when they meet the definitions of SMI and SED (see glossary) and meet HAP income criteria of an annual income at or below 200% of the federal poverty level. Adults and children with chronic addictions were not surveyed for this report card.

Please note that most of the mental health care agencies profiled in this report provide services for both adults (SMI) and children/adolescents (SED), with the exception of one provider¹, who serves only children and adolescents. One other provider², which serves both adults and children, did not have enough child consumers for meaningful results and so has a chart only for adults. In this report, these two providers have one graph.

Staff from the Division of Mental Health and Addiction provided oversight and data management for this report card project. The DMHA-contracted Indiana University Center for Survey Research collected the survey data from a sample of HAP enrolled mental health service consumers in Indiana.

This report contains the following sections:

1. **Survey Methods:** Describes survey randomization, consumer information, telephone method, sample size, new survey instruments, scale reliabilities, and the computation of scale scores.
2. **State to National Comparisons:** Compares Indiana’s statewide aggregated results to national results.
3. **Provider Reports:** Highlights individual provider results as compared to the state and national results.

Survey Methods

Sample Randomization

In State Fiscal Year 2003 (July 1, 2002 to June 30, 2003), 42,860 adult (SMI) consumers and 23,031 children/adolescent (SED) consumers received services through DMHA-contracted mental health service providers. A portion (sample) was surveyed to seek information about their satisfaction with the services received.

In order to ensure that the survey responses given by this sample could be reliably generalized to everyone who received services, a random per-provider sample was drawn from all consumers served. Microsoft Access software was used to assign a random number to each consumer enrolled during SFY2003, this list was reordered by the random number, and the first 236 consumers per provider were chosen, resulting in a draw of over 15,000 individuals. If there were less than 236 consumers for a given provider, then all consumer names for that provider were drawn to ensure an adequate sample. If there were more than 2,950 cases for a provider, then 8% of the total cases were drawn ($236/8\%=2,950$), ensuring equity in sampling. See Appendices 1 and 2 for SMI and SED per-provider numbers served and number of surveys completed.

Once the sample was drawn, DMHA contacted service providers to acquire consumer information (name, phone number, etc.). This type of confidential information is not collected in DMHA databases, but must be gathered from providers in order to perform the telephone survey. Consumers can refuse to participate in all or any portion of the telephone interview. Consent to contact consumers is provided at the time of HAP enrollment.

Telephone Survey: IU Center for Survey Research

The Indiana DMHA provided the sample and related consumer information to the Indiana

¹ The Villages of Indiana, Inc.

² Universal Behavior Services – Indianapolis

University Center for Survey Research (CSR), who were contracted to perform the telephone survey. CSR staff performed a second randomization, selecting a portion of the SMI and SED consumers from the original sample. CSR then mailed a pre-survey letter that introduced the telephone interview and attempted to acquire updated consumer information (i.e., consumers were asked to call an “800” number to update their phone numbers). A significant number of consumers were not located, due to incorrect or missing phone numbers (see Appendix 3).

CSR staff (8 supervisors and 67 interviewers) performed the survey using a telephone method. CSR personnel receive at least 20 hours of training in interviewing techniques and specific training on the surveys used for this data collection effort. Phone calls were made to consumers from 02/13/04 to 05/30/04 (weekdays from 9:00 AM-10:00 PM, Saturdays 9:00 AM-1:00 PM, and Sundays 1:00 PM-9:30 PM). On average, each call lasted 8.3 minutes. Where consumers were under the age of 18 (when services were received), the interview was conducted with a parent or guardian.

As more surveys were needed, an iterative selection from the original sample occurred, pre-survey letters were mailed, and phone calls made, until the required number of completed surveys was achieved. A final count of 5,213 SMI and 4,341 SED consumers comprise the total sample, for a total of 9,554 survey attempts. CSR staff completed 1,792 SMI surveys and 1,816 SED surveys.

Appendix 3 shows the Final Dispositions of the telephone survey methodology.³

Instruments: MHSIP Survey and YSS-F Survey

For the past two decades, the Mental Health Statistics Improvement Program (MHSIP) has worked closely with the Substances Abuse and Mental Health Services Administration (SAMHSA) Center for Mental Health Services (CMHS), with the National Association for State Mental Health Program Directors Research Institute (NASMHPD/NRI), and with various states to develop national mental health data standards. Among the outcomes of this work are the two MHSIP survey instruments (new to the Indiana DMHA in SFY2002) used to collect data for this report card: The Mental Health Statistics Improvement Program (MHSIP) 28-Item Adult Consumer Satisfaction Survey (“MHSIP survey”) and the Youth Services Survey for Families

(“YSS-F survey,” which collects data on parent/care-taker satisfaction with child/adolescent services).

Both the MHSIP and YSS-F surveys were developed as part of federal grant initiatives, including the CMHS 16 State Project and the CMHS Data Infrastructure Grant (DIG) Project. In addition to Indiana, the DIG Project included 49 other states, the District of Columbia, and all U.S. territories. By using these surveys, Indiana achieves the goal of comparing Hoosier results to national results.

Dr. Judy Hall, Research Director, DSHS, Mental Health Division, Washington (state) leads the MHSIP survey development, and Dr. Molly Brunk, Virginia Commonwealth University, leads the YSS-F survey development. Drs. Hall and Brunk worked in collaboration with NRI, CMHS, MHSIP, and various states throughout development of the surveys and the national scores. Both survey instruments have been tested for reliability and validity. To view these surveys, please visit the MHSIP website at: www.mhsip.org.

SAMHSA encourages all states and territories to use the MHSIP and YSS-F surveys and requires this data as part of the Mental Health Block Grant data reporting. Note that Indiana Block Grant reports can be viewed on the Indiana DMHA website: <http://www.in.gov/fssa/servicemental/>.

During the original development of these instruments, factor analyses were performed to determine the capacity of certain survey items for aggregation into categories (“scales”). For the MHSIP survey, the five scales are: General Satisfaction, Good Service Access, Quality and Appropriateness, Participation in Treatment Planning, and Positive Service Outcomes. The YSS-F scales are: General Satisfaction, Good Service Access, Cultural Sensitivity, Participation in Treatment Planning, and Positive Service Outcomes.

To understand how individual survey items were aggregated into scales, see below, “State to National Comparisons.” The graphs shown in this report reflect the results of the scales. Appendix 4 shows the number of survey responses for each scale (“N”).

Survey responses range across Strongly Agree, Agree, Neither Agree nor Disagree/I am Neutral, Disagree, and Strongly Disagree (1-5). Consumers can refuse the telephone interview and can refuse to answer any specific survey items.

Consumer Demographic Information

All data were collected by Indiana University CSR and submitted to the Indiana DMHA. After final data revisions, there were 3,604 completed surveys (1,789 SMI and 1,815 SED). The tables below illustrate demographic information for both populations.

³ Based on guidelines for Final Disposition Codes established by the American Association for Public Opinion Research (AAPOR) Standard Definitions for Final Dispositions of Case Codes, 1998.

MHSIP survey (adults) gender, age, and race distributions were:

| MHSIP -- Gender | Number | Percent |
|------------------------|---------------|----------------|
| Male | 584 | 32.6% |
| Female | 1,205 | 67.4% |
| Total | 1,789 | 100.0% |

| MHSIP -- Age | Number | Percent |
|---------------------|---------------|----------------|
| 18 or less | 25 | 1.4% |
| 19-20 | 49 | 2.7% |
| 21-30 | 314 | 17.6% |
| 31-40 | 435 | 24.3% |
| 41-50 | 481 | 26.9% |
| 51-60 | 319 | 17.8% |
| 61-70 | 110 | 6.2% |
| 70+ | 56 | 3.1% |
| Total | 1,789 | 100.0% |

| MHSIP -- Race | Number | Percent |
|----------------------|---------------|----------------|
| African Amer/Black | 172 | 9.6% |
| Alaskan Native | 1 | <.1% |
| American Indian | 5 | .3% |
| Asian | 1 | <.1% |
| Native Hawaiian | 1 | <.1% |
| White | 1,578 | 88.2% |
| Multiracial | 4 | .2% |
| Other | 27 | 1.5% |
| Total | 1,789 | 100.0% |

For the YSS-F survey (children/adolescents), gender, age, and race distributions were:

| YSS-F --Gender | Number | Percent |
|-----------------------|---------------|----------------|
| Male | 1,092 | 60.2% |
| Female | 723 | 39.8% |
| Total | 1,815 | 100.0% |

| YSS-F -- Age | Number | Percent |
|---------------------|---------------|----------------|
| 1-5 | 195 | 10.7% |
| 6-10 | 686 | 37.8% |
| 11-15 | 758 | 41.8% |
| 16-18 | 176 | 9.7% |
| Total | 1,815 | 100.0% |

| YSS-F -- Race | Number | Percent |
|----------------------|---------------|----------------|
| African Amer/Black | 226 | 12.5% |
| Alaskan Native | 1 | <.1% |
| American Indian | 8 | .4% |
| White | 1,466 | 80.8% |
| Multiracial | 79 | 4.4% |
| Other | 35 | 1.9% |
| Total | 1,815 | 100.0% |

Scale Reliability

MHSIP Survey--Indiana & National Data

Standard deviations on the five MHSIP survey scales ranged from .68 to .91. See Appendix 4 for descriptive statistics. Cronbach's alphas were calculated to determine consistency of scale measurement. Results show consistency in measurement (reliability), with the exception of the Participation in Treatment Planning scale (these findings are consistent with last year's findings):

| MHSIP Scales (No. of Items) | Alphas |
|---|---------------|
| General Satisfaction (3) | 0.8646 |
| Good Service Access (6) | 0.8434 |
| Quality & Appropriateness (9) | 0.8859 |
| Participation in Treatment Planning (2) | 0.5736 |
| Positive Service Outcomes (8) | 0.9046 |

In the 2003 Mental Health Block Grant required reporting, the following number of states reported data on each scale for the MHSIP survey:

| MHSIP Scales | No. of States |
|-------------------------------------|----------------------|
| General Satisfaction | 41 |
| Good Service Access | 43 |
| Quality & Appropriateness | 43 |
| Participation in Treatment Planning | 38 |
| Positive Service Outcomes | 42 |

YSS-F Survey--Indiana & National Data

Standard deviations on the five YSS-F survey scales ranged from .62 to .99. See Appendix 4 for descriptive statistics. Cronbach's alphas were calculated to determine reliability. Alphas were good, indicating consistency in measurement, with the exception of the Good Service Access scale (these findings are consistent with last year's findings):

| YSS-F Scales (No. of items) | Alphas |
|---|---------------|
| General Satisfaction (6) | 0.9340 |
| Good Service Access (2) | 0.5764 |
| Cultural Sensitivity (4) | 0.8478 |
| Participation in Treatment Planning (3) | 0.7644 |
| Positive Service Outcomes (6) | 0.8956 |

In the 2003 Mental Health Block Grant required reporting, the following number of states reported data on each scale for the YSS-F survey:

| YSS-F Scales | No. of States |
|-------------------------------------|---------------|
| General Satisfaction | 34 |
| Good Service Access | 34 |
| Cultural Sensitivity | 33 |
| Participation in Treatment Planning | 34 |
| Positive Service Outcomes | 35 |

There were fewer states reporting YSS-F survey data as compared to MHSIP data. This is because federal requirements for reporting MHSIP survey data for block grants pre-date the same requirements for child/adolescent satisfaction survey data.

Computation of Scores

Provider Score Computation

The following methods, which are also used by the federal government, were used to calculate scores for the scales and graphs in this report:

1. Recode "not applicable" as missing values and exclude responses with more than 1/3rd of the items in the scale missing.
2. For each respondent, for each scale, calculate an average (mean) score for all items in the scale.
3. **MHSIP Survey:** For each provider, for each scale, count the number of mean scores (Step 2) that are less than 2.50 (scores that when rounded represent "Agree" or "Strongly Agree" responses).
YSS-F Survey: For each provider, for each scale, count the number of mean scores (Step 2) that are greater than 3.50 (scores that when rounded represent "Agree" or "Strongly Agree" responses).
4. For each provider, for each scale, divide the results of Step 3 by the number (count) of Step 2 scores computed to obtain a percent of favorable responses.

The ranked results of the above calculations are shown in Appendices 5 and 6.

Sample Size Validity

Sample Size, Statewide

Indiana University CSR collected a total of 3,608 surveys (1,792 SMI and 1,816 SED) in order to achieve the required per-provider sample size. Appendix 3 shows the Final Dispositions of the telephone survey methodology. Once data went through final revisions, there were 3,604 cases (1,789 SMI and 1,815 SED). The total sample required to achieve a $\pm 2.5\%$ confidence interval at a 95% confidence level for SMI was 1,484 and for SED was

1,441, thus the total sample size was statistically valid.

Sample Size, Per Provider

In SFY1995, a per-provider sampling methodology was created for the consumer satisfaction surveys. The Indiana DMHA was required to balance the need for valid sample size against the cost of producing an accurate consumer report card. As a result, the per-provider sample sizes have larger confidence intervals than the statewide (total) sample size, resulting in less accuracy at the provider level.

Confidence intervals help determine the extent to which all consumers served at a given provider would have answered the survey questions in the same way that the sample of consumers answered. For example, if 75% of consumers at a given provider agree with the Good Access scale, and the sample size for that provider yielded a $\pm 7.0\%$ confidence interval (at an 80% confidence level), then there is 80% certainty that between 68% and 82% of all consumers served by that provider would also agree with the Good Access scale.

For the MHSIP survey, per-provider confidence intervals at an 80% confidence level ranged from $\pm 6.9\%$ to $\pm 8.4\%$. For the YSS-F survey, confidence intervals ranged from $\pm 6.4\%$ to $\pm 7.3\%$. See Appendices 1 and 2 for per-provider confidence intervals at both 80% and 90% confidence levels.

Confidence intervals can also give a sense of the degree to which reliable differences can be imputed between providers. For example, if a scale score for Center A is $80\% \pm 5\%$ and for Center B is $85\% \pm 5\%$, the overlap in confidence intervals indicates that the obtained difference between the samples may not be reliable. One-way analysis of variance (ANOVA) is a more direct method to determine if true differences exist between providers by testing the question, "Are providers' scores on a scale equivalent?" A significant result indicates that one or more providers' scores are reliably different from scores for the other providers.⁴

One-way analyses of variance (ANOVA) were performed to determine if there were significant differences between providers. For the MHSIP survey, four of the five scales were significant at .05 and for the YSS-F survey all of the five scales were significant at .05 or less, indicating that one or more providers' scores are reliability different from scores of the other providers. This, indirectly, provides an indication that the sample sizes are sufficient to

⁴ John McGrew, Ph.D. , Associate Professor of Psychology, School of Science, Indiana University Purdue University at Indianapolis, Indiana

detect differences at the provider level for nine of the ten scales (see Appendix 7).

For the MHSIP Survey, the one non-significant scale was Participation in Treatment Planning. Results should be interpreted with caution for this scale, as sample sizes may not be adequate.

State to National Comparisons

General Satisfaction

It is important that people can access services, that the services help, and that their rights are protected. The items in the MHSIP survey (adults) that were aggregated into the General Satisfaction scale consisted of:

- I liked the services that I received here.
- If I had other choices, I would still get services at this agency.
- I would recommend this agency to a friend or family.

The items in the YSS-F survey (child/adolescents) that formed the General Satisfaction scale were:

- Overall, I am satisfied with the services my child received.
- The people helping my child stuck with us no matter what.
- I felt my child had someone to talk to when he/she was troubled.
- The services my child and/or family received were right for us.
- My family got the help we wanted for my child.
- My family got as much help as we needed for my child.

General Satisfaction was the one area where state scores did not exceed national scores. In Indiana 81% of adults are satisfied with their overall experience, as compared to the national score of 87%. For parents/caretakers, the Indiana score was 76%, compared to 78% nationally. The adult service providers had five (5) out of thirty-two (32) scores that exceeded the national scores, while the child/adolescent service providers had eighteen (18) out of thirty-two (32).

| General Satisfaction | State | National |
|----------------------|-------|----------|
| Adults | 81% | 87% |
| Child/Adolescents | 76% | 78% |

Good Service Access

Access to services is essential to ensure good outcomes. The items in the MHSIP survey (adults) that were aggregated into the Good Service Access scale consisted of:

- The location of services was convenient.
- Staff was willing to see me as often as I felt it was necessary.
- Staff returned my calls within 24 hours.
- Services were available at times that were good for me.
- I was able to get all the services I thought I needed.
- I was able to see a psychiatrist when I wanted to.

The items in the YSS-F survey (children/adolescents) that formed the Good Service Access scale were:

- The location of services was convenient for us.
- Services were available at times that were convenient for us.

For the child survey, the state results exceeded the national results, but adult survey responses did not. In Indiana, 79% of adults are satisfied with access to services, as compared to the national score of 85%. For parents/caretakers of children/adolescents, the Indiana score for access to services was 83%, compared to 81% nationally. Six (6) of the thirty-two (32) providers of adult services had better scores than the national composites. Sixteen (16) out of thirty-two (32) providers of child/adolescent services had scores that were better than the national composites.

| Good Service Access | State | National |
|---------------------|-------|----------|
| Adults | 79% | 85% |
| Child/Adolescents | 83% | 81% |

Quality & Appropriateness; Cultural Sensitivity

The items in the MHSIP survey (adults) that were aggregated into the Quality and Appropriateness scale were:

- Staff believed that I could grow, change and recover.
- I felt free to complain.
- I was given information about my rights.
- Staff encouraged me to take responsibility for how I live my life.
- Staff told what side effects to watch for.

- Staff respected my wishes about who is and is not to be given information about my treatment.
- Staff was sensitive to my cultural/ethnic background.
- Staff helped me obtain the information needed so I could take charge of managing my illness.
- I was encouraged to use consumer-run programs.

The items in the YSS-F survey (child/adolescents) that comprised the Cultural Sensitivity scale consisted of:

- Staff treated me with respect.
- Staff respected my family's religious/spiritual beliefs.
- Staff spoke with me in a way that I understood.
- Staff was sensitive to my cultural/ethnic background.

In these categories, the state providers had scores higher than national scores for the children. For adults, 83% are satisfied with the quality and appropriateness of treatment, as compared to the national score of 86%. For children/adolescents, parents/caretakers were satisfied 91% of the time with cultural sensitivity compared to 78% nationally. These margins are reflected in the individual providers as well, where the majority of scores were better than national norms. With the adults, nine (9) out of thirty-two (32) posted better scores while all the providers for children were on the plus side.

| Quality & Appropriateness; Cultural Sensitivity | State | National |
|--|--------------|-----------------|
| Adults | 83% | 86% |
| Child/Adolescents | 91% | 78% |

Participation in Treatment Planning

Evidence indicates that behavioral health services work better when consumers participate in their own treatment planning. The items in the MHSIP survey (adults) that were aggregated to form the Participation in Treatment Planning scale consisted of:

- I felt comfortable asking questions about my treatment and medications.
- I, not staff, decided my treatment goals.

The items in the YSS-F survey (children/adolescents) that formed the Participation in Treatment Planning scale were:

- I helped to choose my child's services.
- I helped to choose my child's treatment goals.

- I participated in my child's treatment.

The statewide scores for the providers were higher than the national scores for the children/adolescents on the Participation scale and lower than the national scores for the adults. In Indiana, 73% of adults are satisfied with Participation in Treatment Planning, as compared to the national score of 78%. For parents/caretakers of children and adolescents, the Indiana score was 82%, compared to 80% nationally. Results for five (5) of thirty-two (32) adult services providers and twenty (20) of thirty-two (32) child/adolescent service providers exceeded the national data.

| Participation in Treatment Planning | State | National |
|--|--------------|-----------------|
| Adults | 73% | 78% |
| Child/Adolescents | 82% | 80% |

Positive Service Outcomes

Consumers seek services because they desire positive change, or outcomes, from those services. The items in the MHSIP survey (adults) that were aggregated into the Positive Service Outcomes scale were:

- I deal more effectively with daily problems.
- I am better able to control my life.
- I am better able to deal with crisis.
- I am getting along better with my family.
- I do better in social situations.
- I do better in school and/or work.
- My housing situation has improved.
- My symptoms are not bothering me as much.

The items in the YSS-F survey (child/adolescents) that formed the Positive Service Outcomes scale were:

- My child is better at handling daily life.
- My child gets along better with family members.
- My child gets along better with friends and other people.
- My child is doing better in school and/or work.
- My child is better able to cope when things go wrong.
- I am satisfied with our family life right now.

In this scale, the scores for providers of adult services are lower than the national scores while the scores for providers of child/adolescent services were higher. For adults, 69% in Indiana are satisfied with the outcome of their treatment, as compared to the national score of 72%. For parents/caretakers, the

Indiana score was 61% compared to 60% nationally. Ten (10) out of thirty-two (32) adult services providers had superior numbers and fifteen (15) of thirty-two (32) child/adolescent services providers were better than what was available on a national basis.

| Positive Service Outcomes | State | National |
|---------------------------|-------|----------|
| Adults | 69% | 72% |
| Child/Adolescents | 61% | 60% |

The state and national data are shown in the two graphs below (in the Summary Section), one for adults (MHSIP survey) and one for children/adolescents (YSS-F survey).

Summary

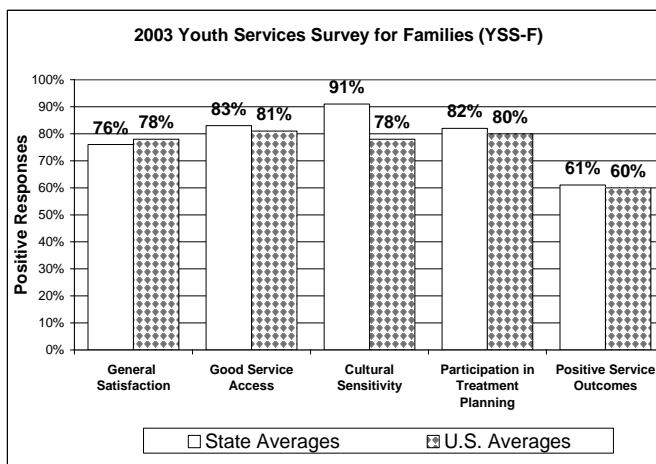
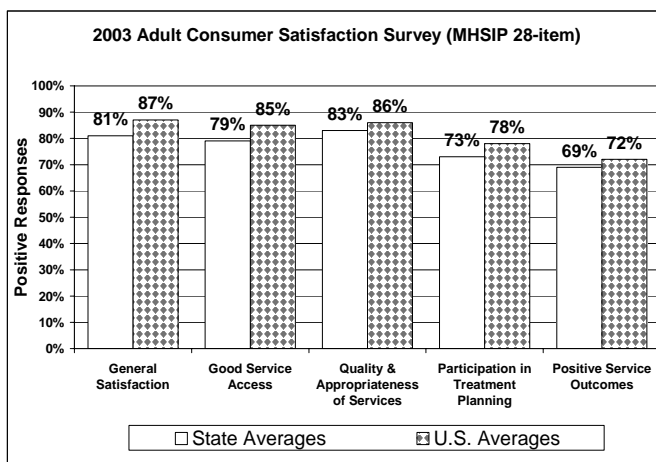
The intent of this report card is to make it easier for consumers to evaluate providers of mental health services in Indiana. Until the development of the SFY 2002 report card, the focus of the report cards has been only within Indiana. This report card represents an ongoing attempt to broaden the perspective, seek a wider range of comparison, and to determine how Indiana service providers fare in comparison to national scores.

While total sample size is considered to be statistically valid and per-provider sample sizes are adequate, one scale has results that should be interpreted with caution: the MHSIP survey Participation in Treatment Planning scale. Per-provider sample sizes are being examined for the SFY2004 report card data collection, and decisions have been made to both increase sample size while proportionally sampling each provider.

Scale reliability for the MHSIP survey is excellent, with the exception of the Participation in Treatment Planning scale. For the YSS-F survey, the Good Service Access scale reliability is low, but other scale reliabilities are excellent. These two scales may not be measuring consistently across all consumers, results that were also found in the SFY2002 MHSIP and YSS-survey scale reliability analyses. These two scales require cautious interpretation.

The national results should be interpreted with caution because various methods were used to collect data across participating states. While Indiana uses a telephone data collection method (which tends to result in slightly lower satisfaction scores), other states use a variety of methods, including in-person interviews (which give higher satisfaction results)

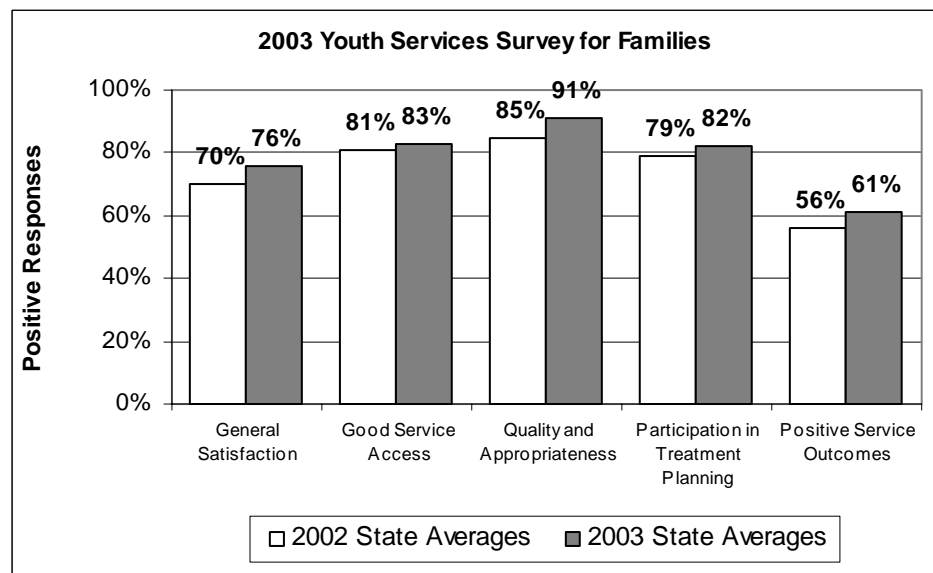
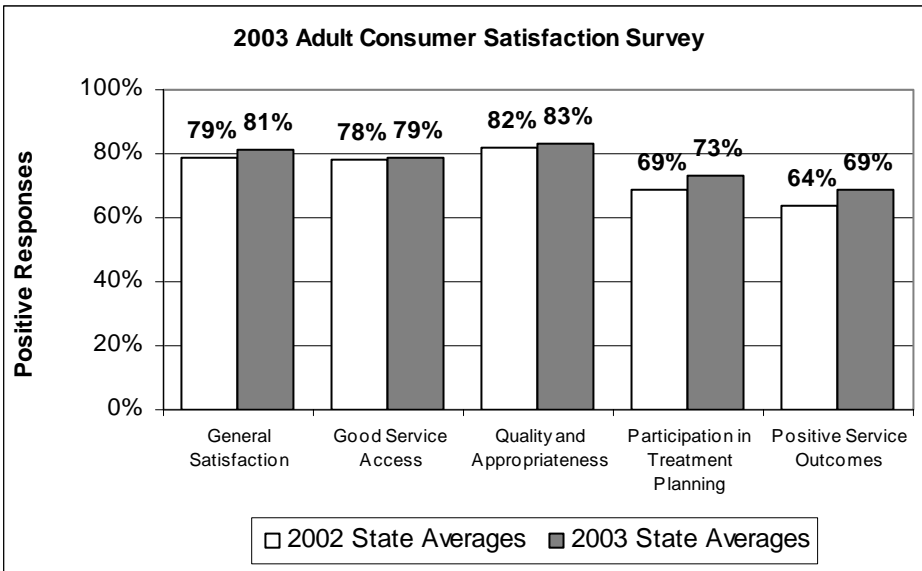
and mailed surveys (which give satisfaction results that are similar to those found in telephone interview methods). For example, the 2003 national-level MHSIP survey Positive Service Outcomes results for face-to-face interview methods was 76.9%, while mailed surveys yielded 68.0% and phone surveys yielded 68.4%.



This is the second year of the new Consumer Satisfaction Survey Report Card format and, therefore, some observations can be made in comparison to last year (see Graphs on page 10). State averages were up in all five categories for both the adults and the children, while the national averages dropped in two categories for the children. Last year, one adult category exceeded the national average, but this year none did so. In contrast, the averages for the children's providers exceeded the national average in four out of five categories.

When evaluating a provider on a facility-by-facility rating, over 38% of the centers exceed the national scores on at least three scales. More important, out of all the survey measurements, over 98% of the scale/facility combinations achieved more than 50% in positive responses.

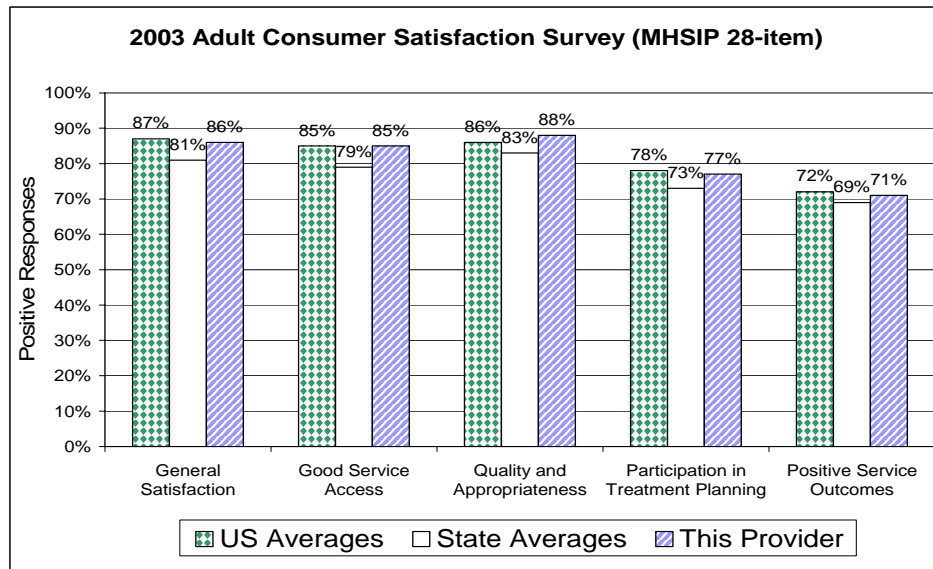
Indiana will monitor future scores and the factors that may influence those scores. With the new standard of measurement, facilities should be able to see where improvements could be made, and future surveys will reflect those results.



The Individual Provider Reports

Each service provider has one page that summarizes the results of the MHSIP survey and the YSS-F survey (if appropriate). The individual provider results are displayed in graphs that compare the providers to state and national scores. Because national scores are composed of the total percentage of positive responses received in the surveys, the results for the Indiana service providers are presented in the same way. Each survey has multiple questions that are aggregated into five scales, as explained in the “Survey Methods” second of this report, and each provider graph reflects those five scales.

SAMPLE GRAPH



Adult and Child Mental Health Center, Inc.

429

8320 Madison Avenue
Indianapolis, IN 46227
(317) 882-5122

CEO

A. Robert Dunbar

Consumer Contact

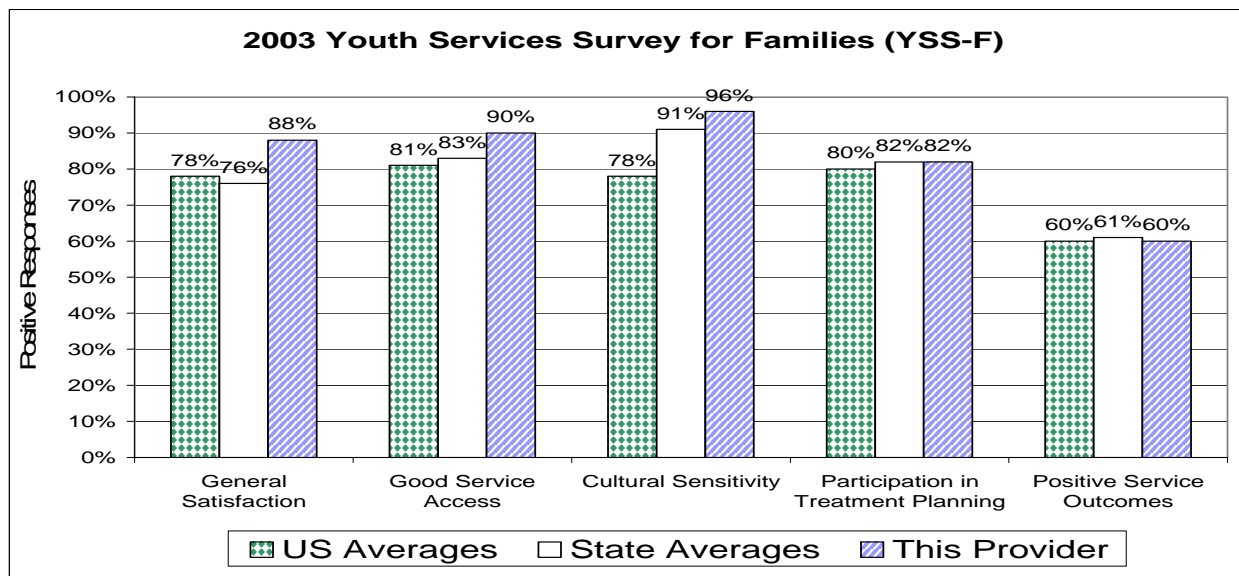
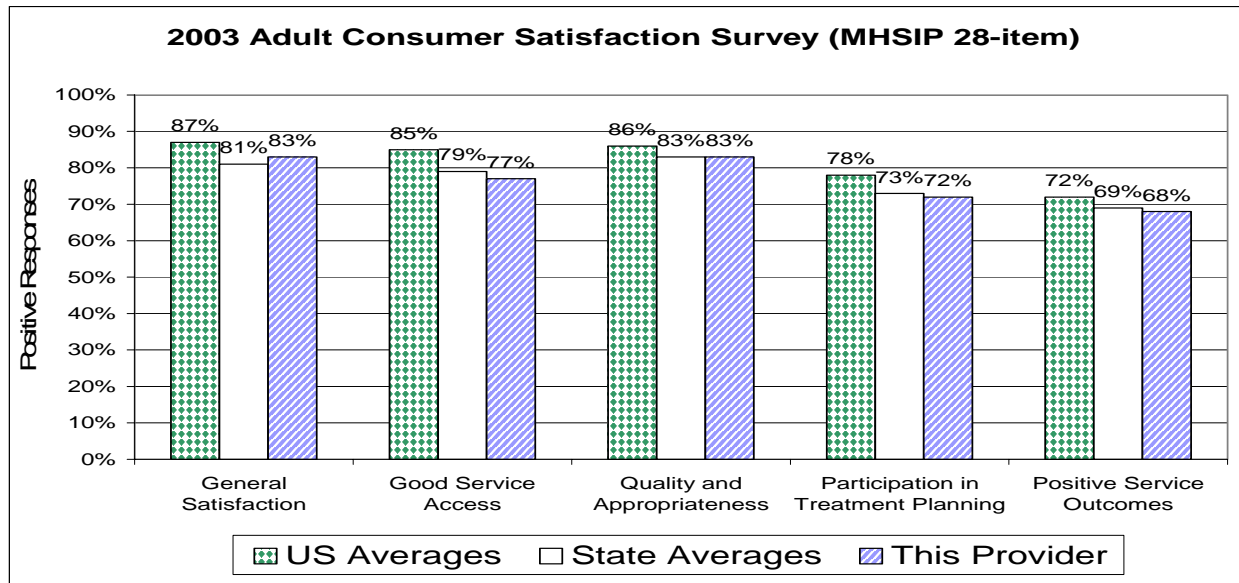
Jean Schlosser

Director Quality Improvement

Phone: (317) 882-5122

Fax: (317) 888-8642

E-mail: jschloss@adultchild.org



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to others states and to the national average.

BehaviorCorp, Inc.
430
697 Pro-Med Lane
Carmel, IN 46032-5323
(317) 587-0500

CEO

Larry Burch

Consumer Contact

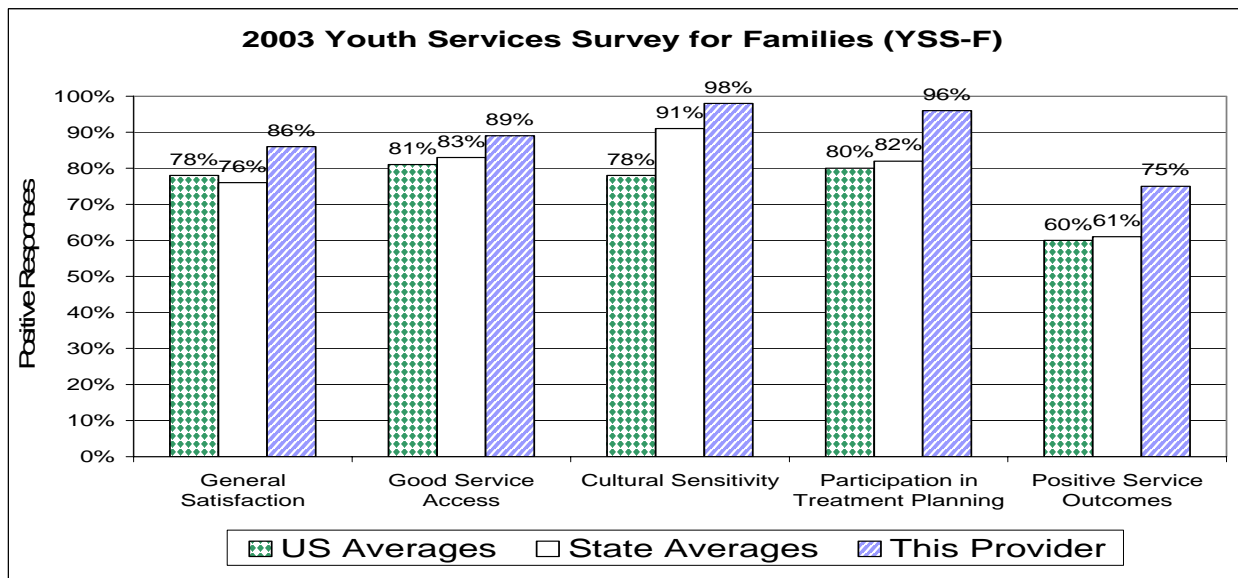
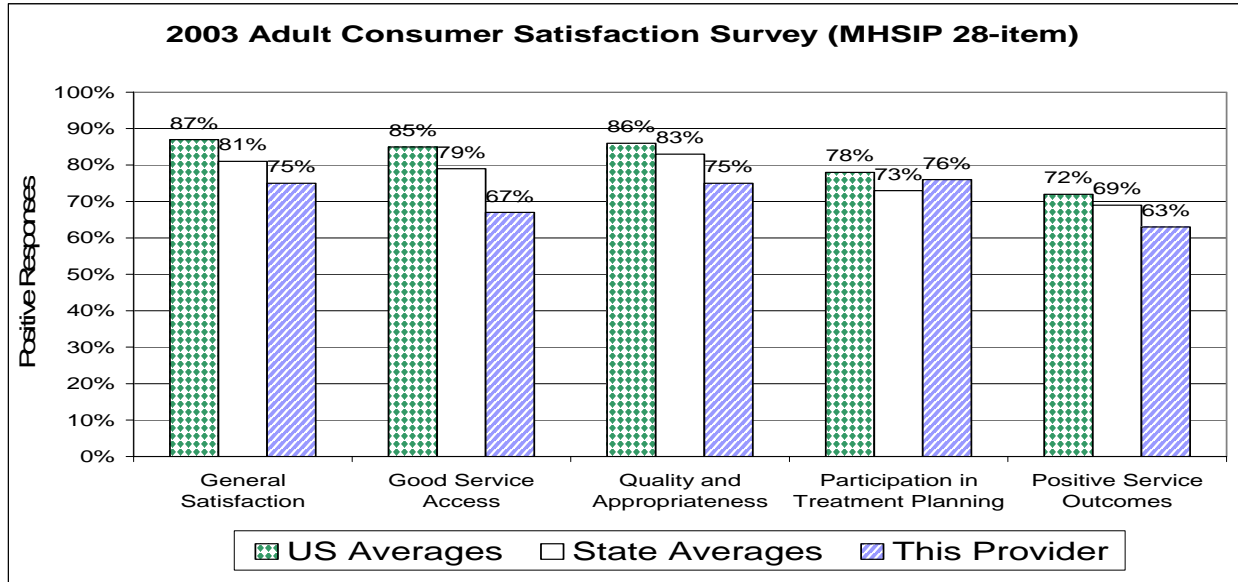
Jeff Davis Ph. D.

Associate Director Clinical Programs

Phone: (317) 587-0546

Fax: (317) 574-1234

E-mail: jdavis@behaviorcorp.org



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to others states and to the national average.

Center for Behavioral Health
411
645 South Rogers
Bloomington, IN 47403
(812) 339-1691

CEO

Dennis P. Morrison PHD

Consumer Contact

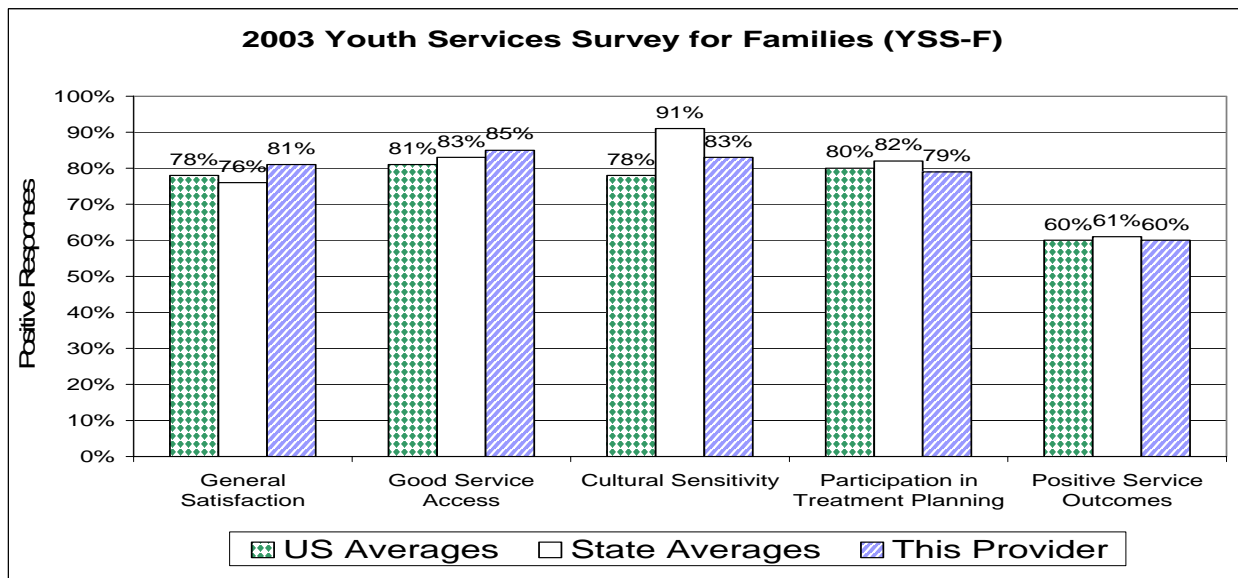
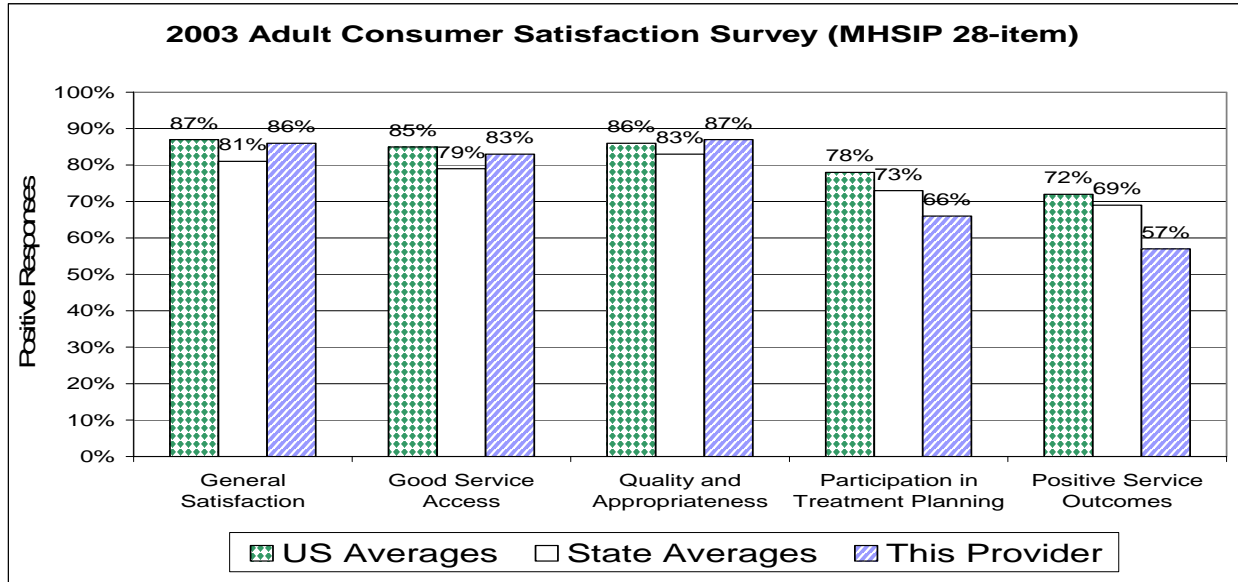
Linda Lumsden BA

QI Manager

Phone: (812) 337-2343

Fax: (812) 337-2438

E-mail: llumsden@the-center.org



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to others states and to the national average.

Center for Mental Health, Inc.

425

1100 Broadway
Anderson, IN 46012
(765) 649-8161

CEO

Richard DeHaven

Consumer Contact

Barbara Scott MSW, ACSW

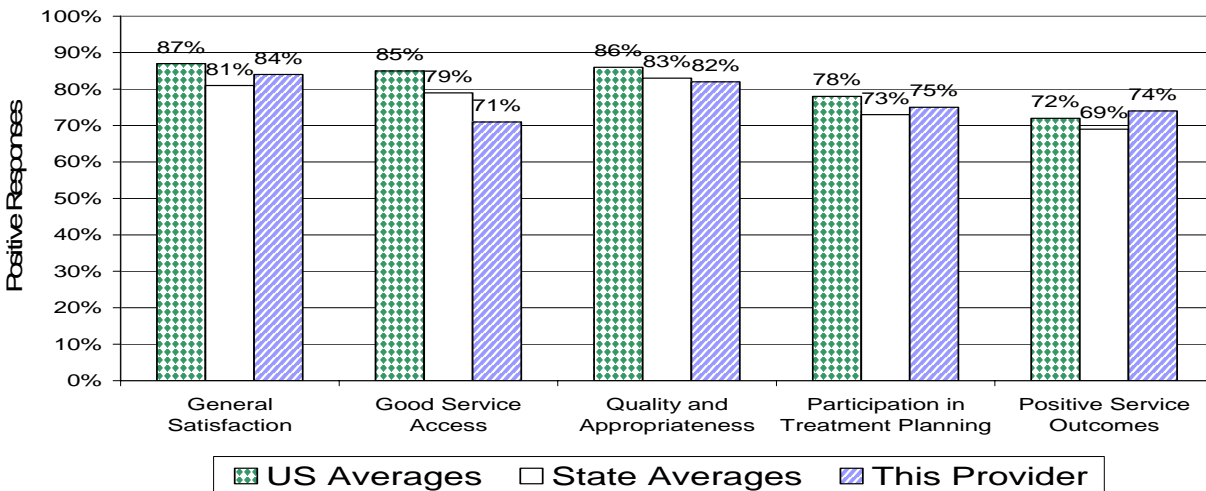
COO

Phone: (765) 649-8161

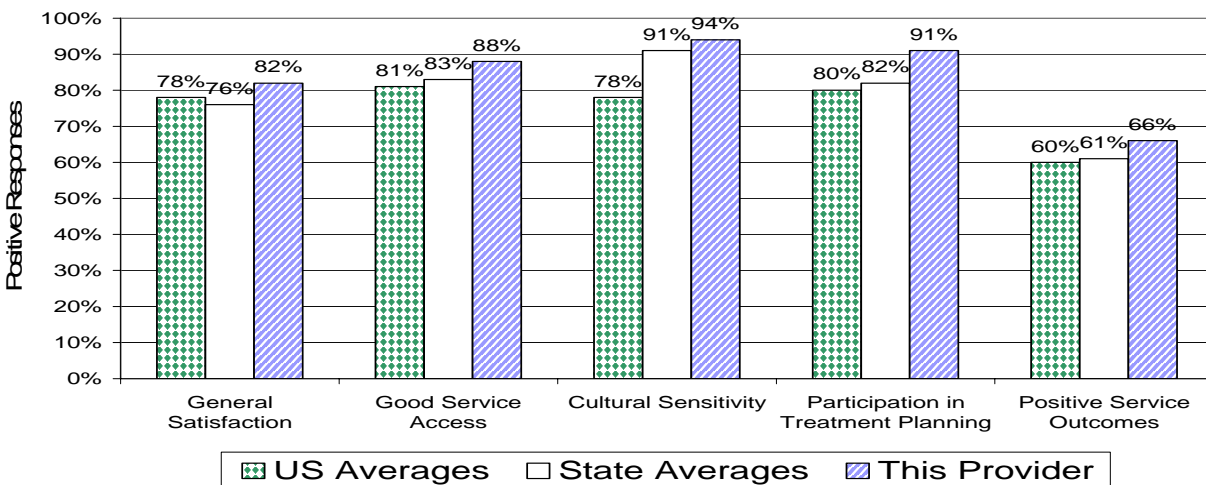
Fax: (765) 641-8238

E-mail: scottb@csmh.org

2003 Adult Consumer Satisfaction Survey (MHSIP 28-item)



2003 Youth Services Survey for Families (YSS-F)



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to others states and to the national average.

Community Mental Health Center, Inc.

413

285 Bielby Road
Lawrenceburg, IN 47025
(812) 537-1302

CEO

Joseph D. Stephens

Consumer Contact

Tom Talbot

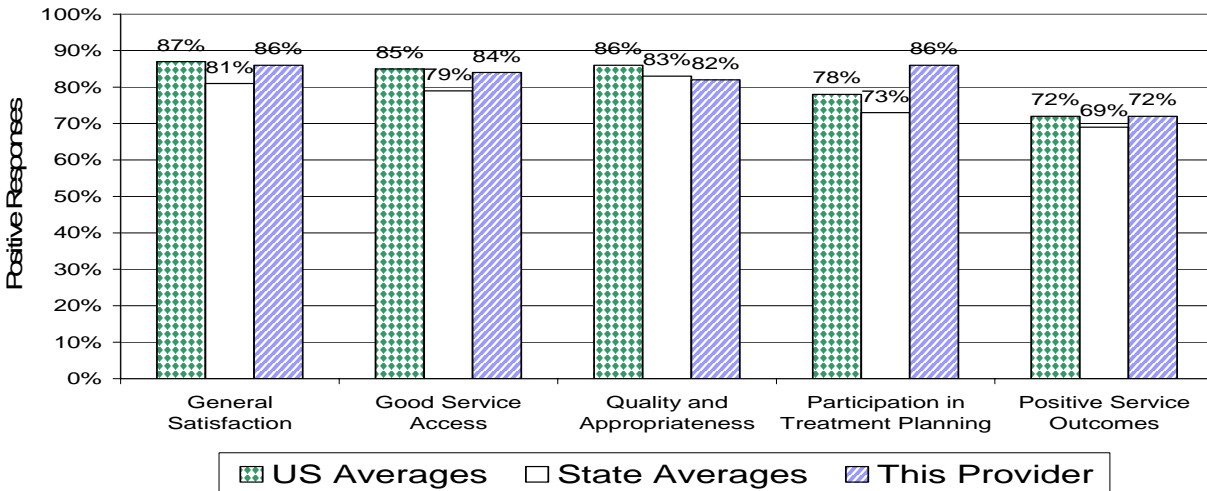
Director of Performance Improvement & Information

Phone: (812) 537-1302

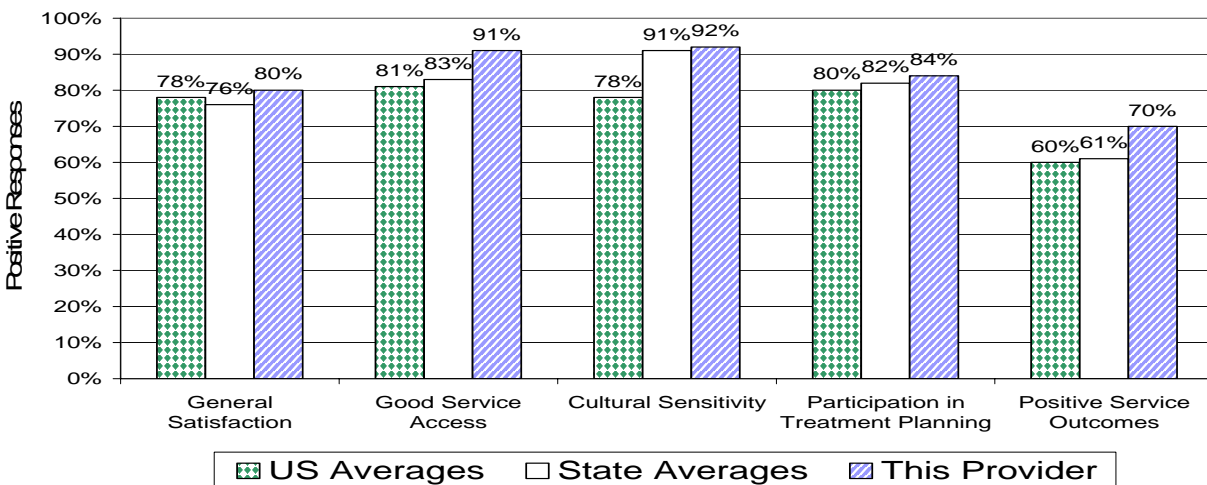
Fax: (812) 537-0194

E-mail: iopdir@cmhcinc.org

2003 Adult Consumer Satisfaction Survey (MHSIP 28-item)



2003 Youth Services Survey for Families (YSS-F)



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to others states and to the national average.

Comprehensive Mental Health Services, Inc.

422

240 N. Tillotson Avenue

Muncie, IN 47304

(765) 288-1928

CEO

Hank Milius

Consumer Contact

Ross Lane Ph. D.

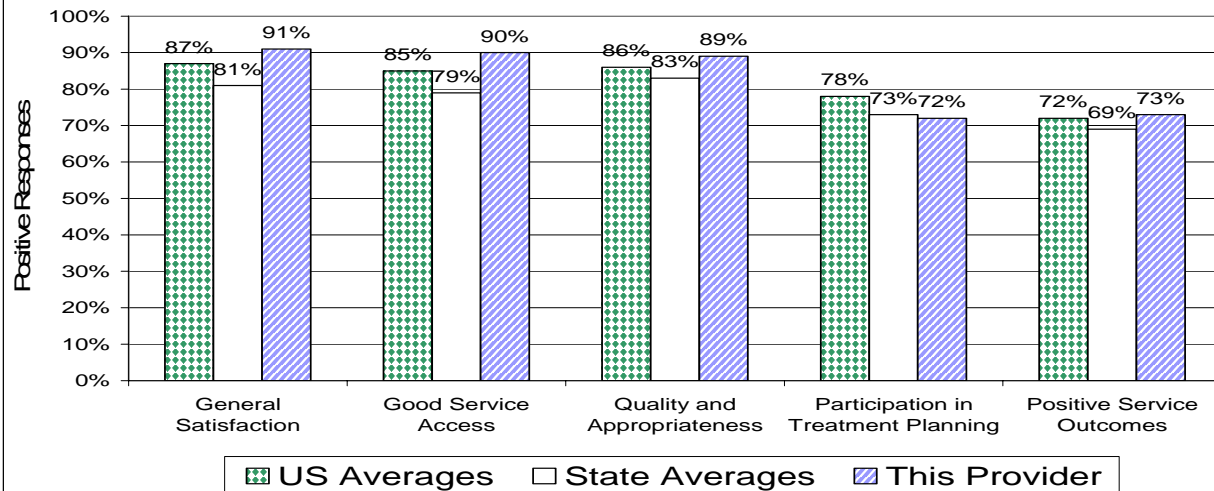
Division Director

Phone: (765) 521-2450

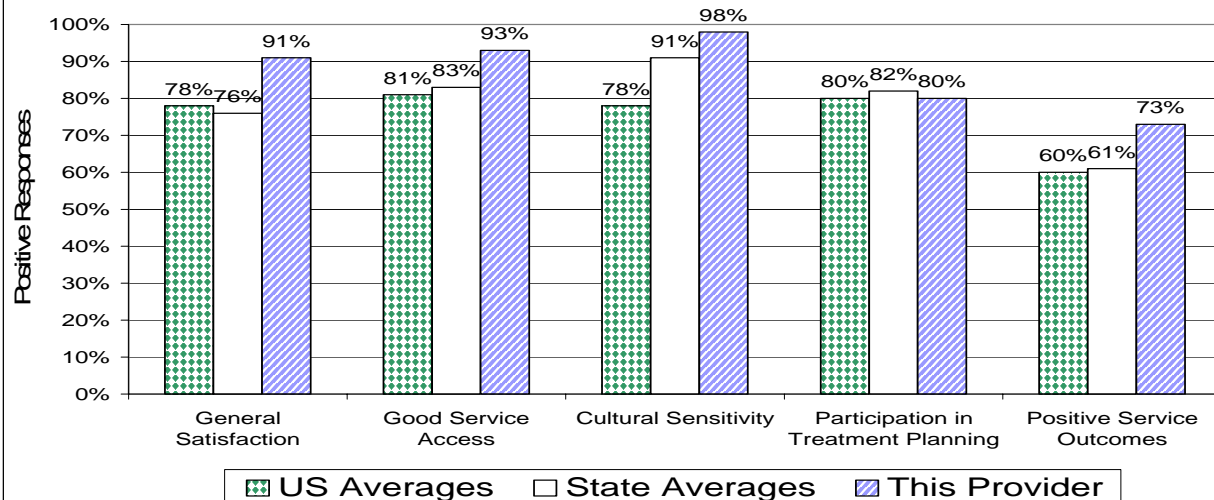
Fax: (765) 741-0310

E-mail:

2003 Adult Consumer Satisfaction Survey (MHSIP 28-item)



2003 Youth Services Survey for Families (YSS-F)



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to others states and to the national average.

Cummins Mental Health Center, Inc.

428

6655 East U.S. 36

Avon, IN 46123

(317) 272-3330

CEO

Ann Borders

Consumer Contact

Rick Shepard

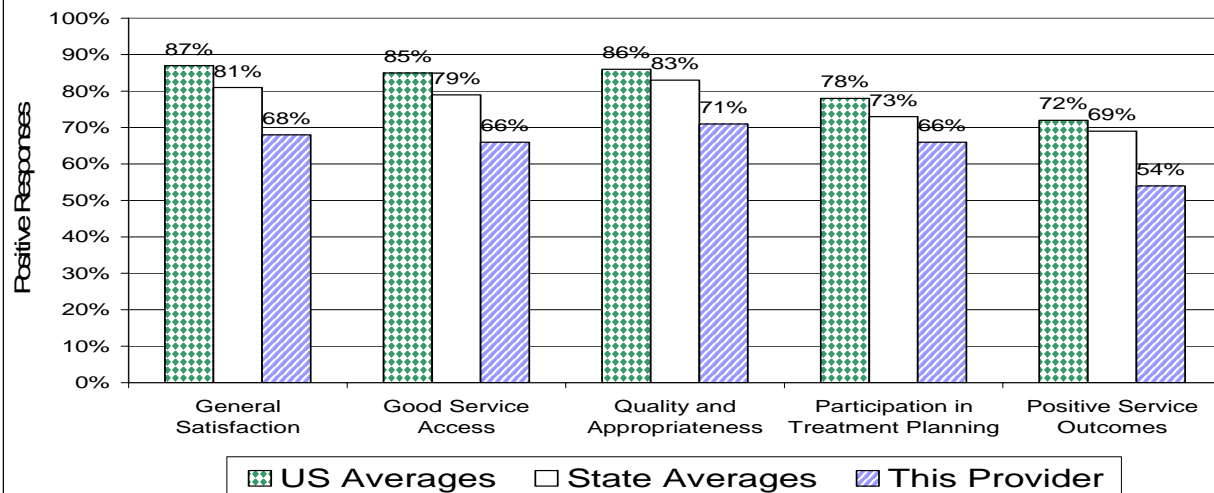
Director of County Operations

Phone: (317) 272-3330

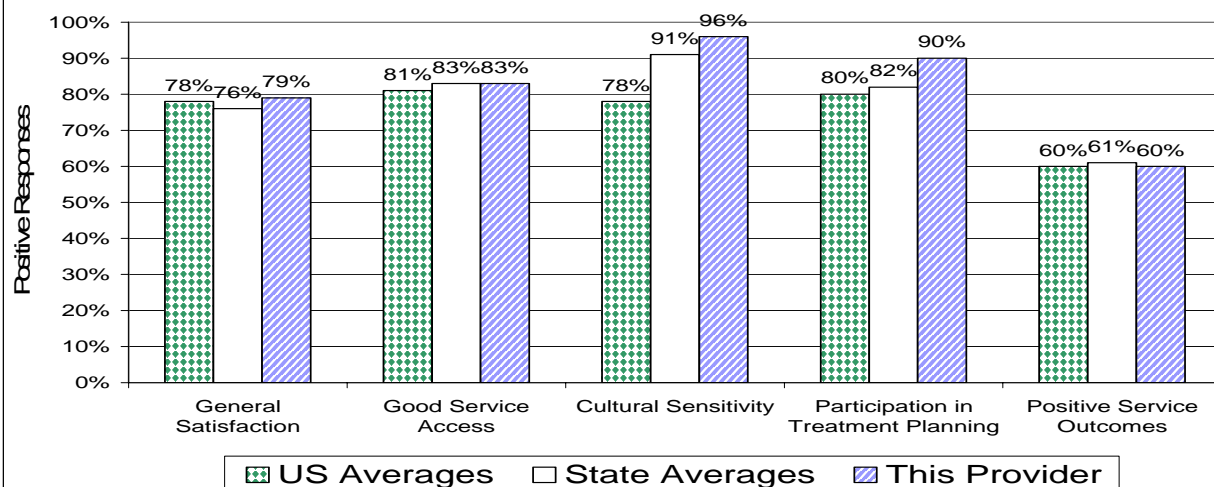
Fax: (317) 272-3331

E-mail: rshepard@cumminsmhn.com

2003 Adult Consumer Satisfaction Survey (MHSIP 28-item)



2003 Youth Services Survey for Families (YSS-F)



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to others states and to the national average.

Dunn Mental Health Center, Inc.

417

630 East Main Street, 2nd Fl
Richmond, IN 47374
(765) 983-8005

CEO

Kay Whittington PHD

Consumer Contact

Susan Markley

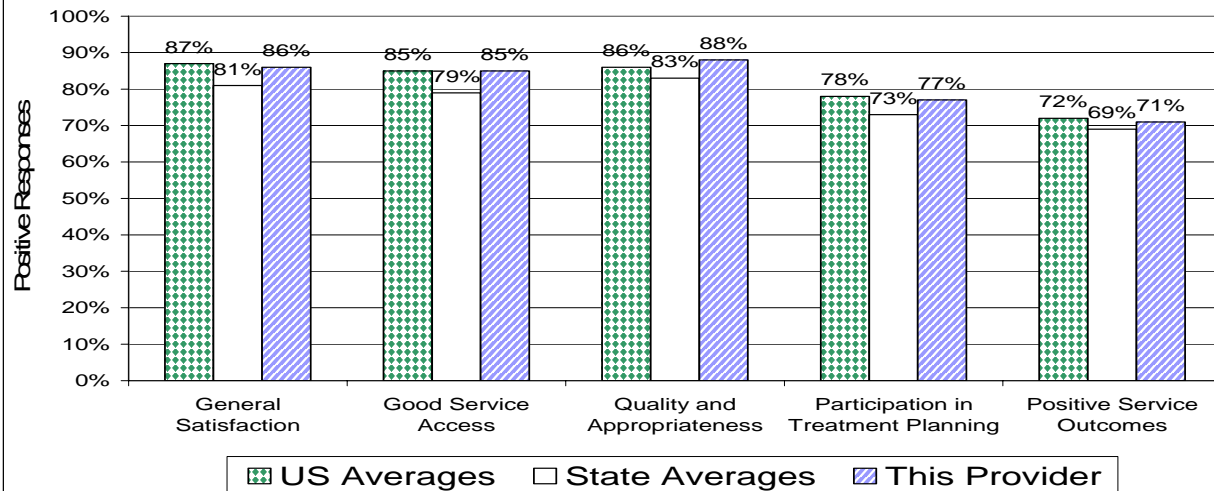
Chief of Marketing & Product Development

Phone: (765) 983-8005

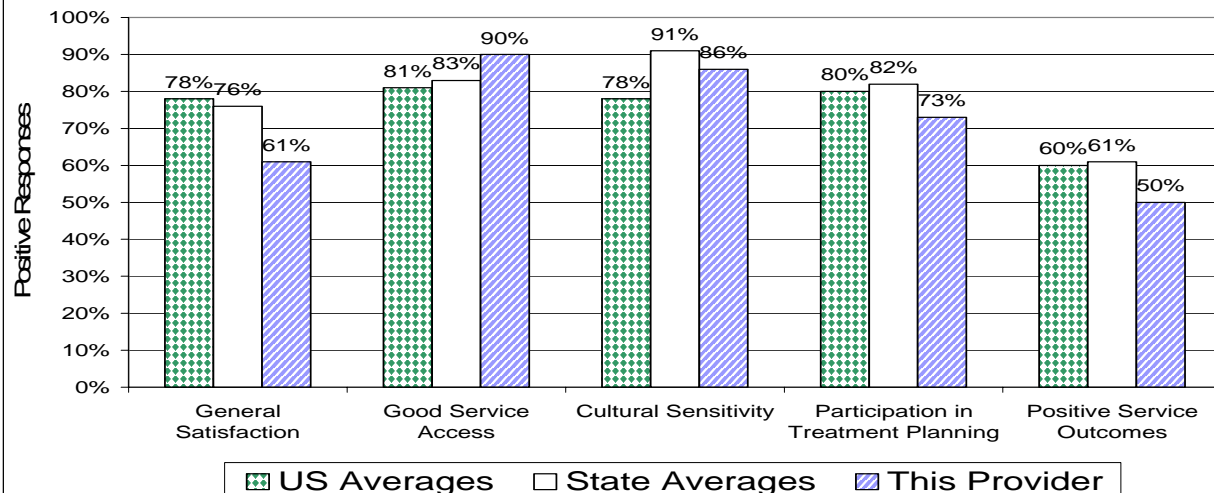
Fax: (765) 983-8019

E-mail:

2003 Adult Consumer Satisfaction Survey (MHSIP 28-item)



2003 Youth Services Survey for Families (YSS-F)



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to others states and to the national average.

Edgewater Systems For Balanced Living, Inc.

421

1100 West 6th Avenue

Gary, IN 46401-1711

(219) 885-4264

CEO

Danita Johnson-Hughes PHD

Consumer Contact

Ashvin Sheth ACSW,LCSW

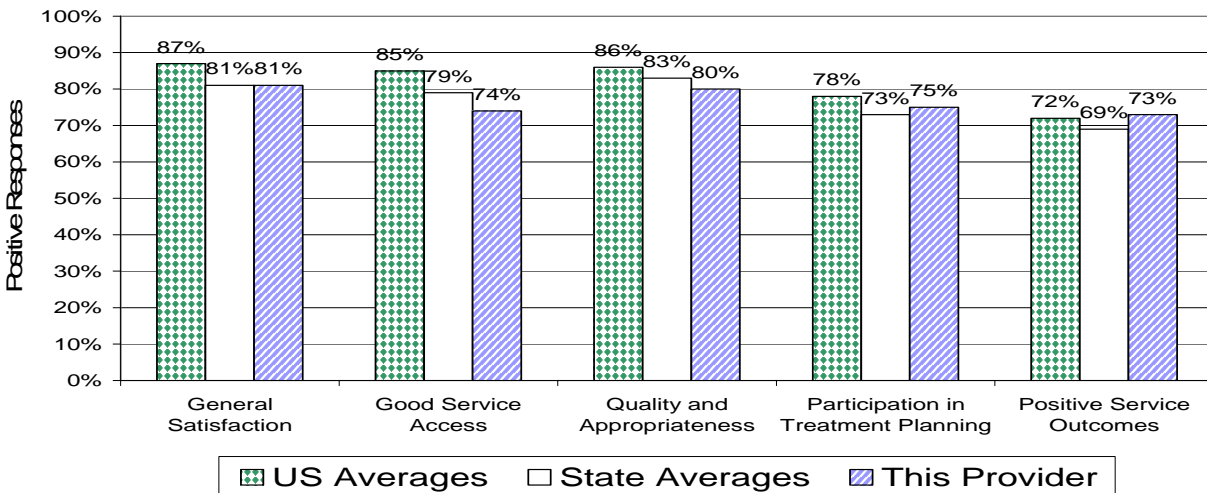
Chief Clinical Officer

Phone: (219) 885-4264, ext. 2470

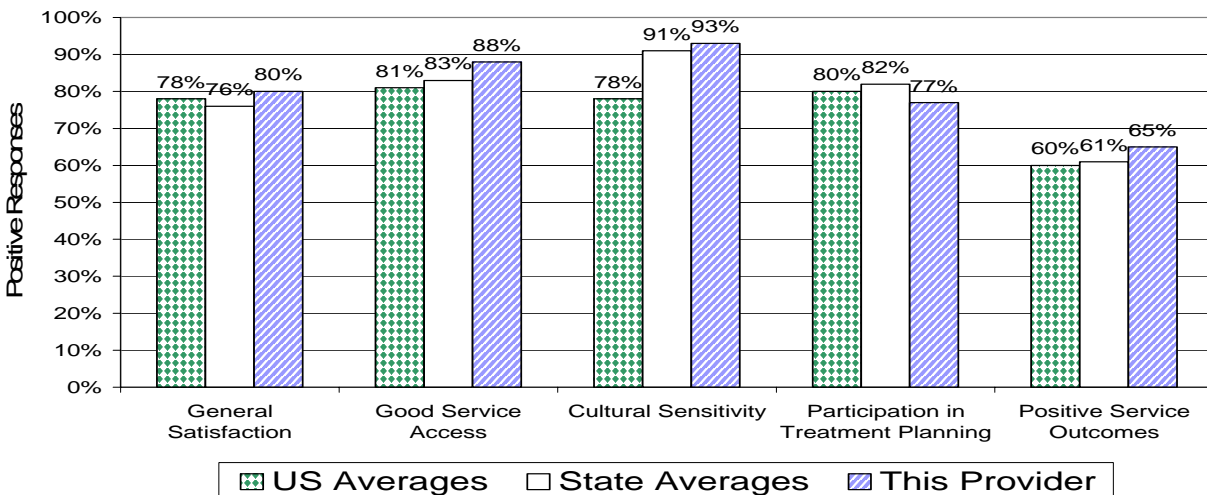
Fax: (219) 882-7517

E-mail: asheth@edgewaterSystems.org

2003 Adult Consumer Satisfaction Survey (MHSIP 28-item)



2003 Youth Services Survey for Families (YSS-F)



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to others states and to the national average.

Four County Counseling Center
427
1015 Michigan Avenue
Logansport, IN 46947
(574) 722-5151

CEO

Lawrence R. Ulrich

Consumer Contact

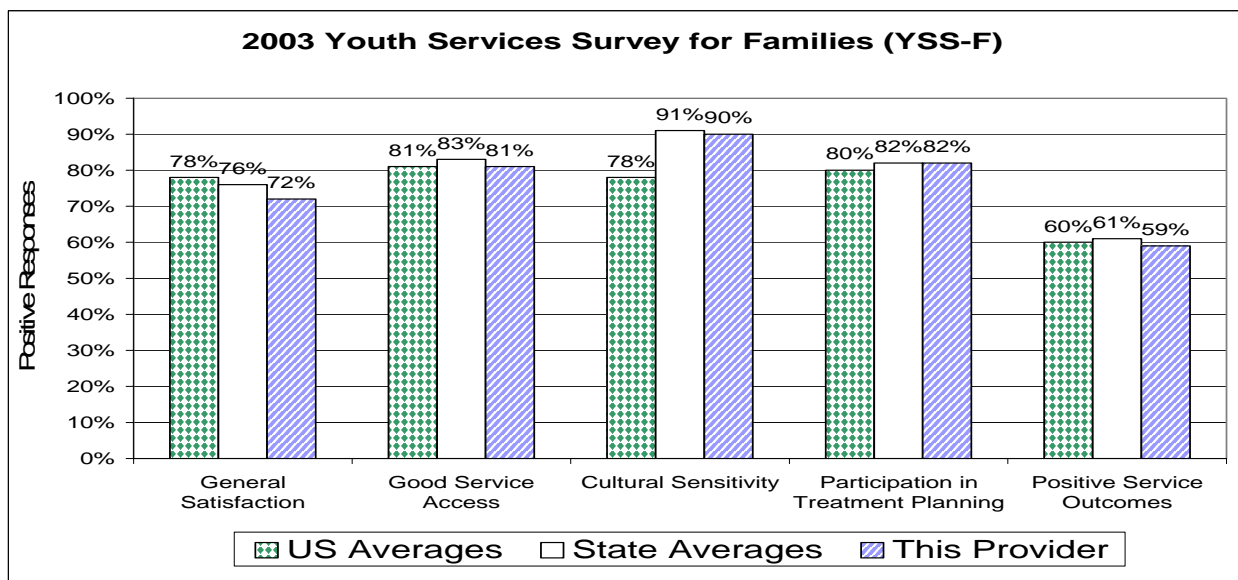
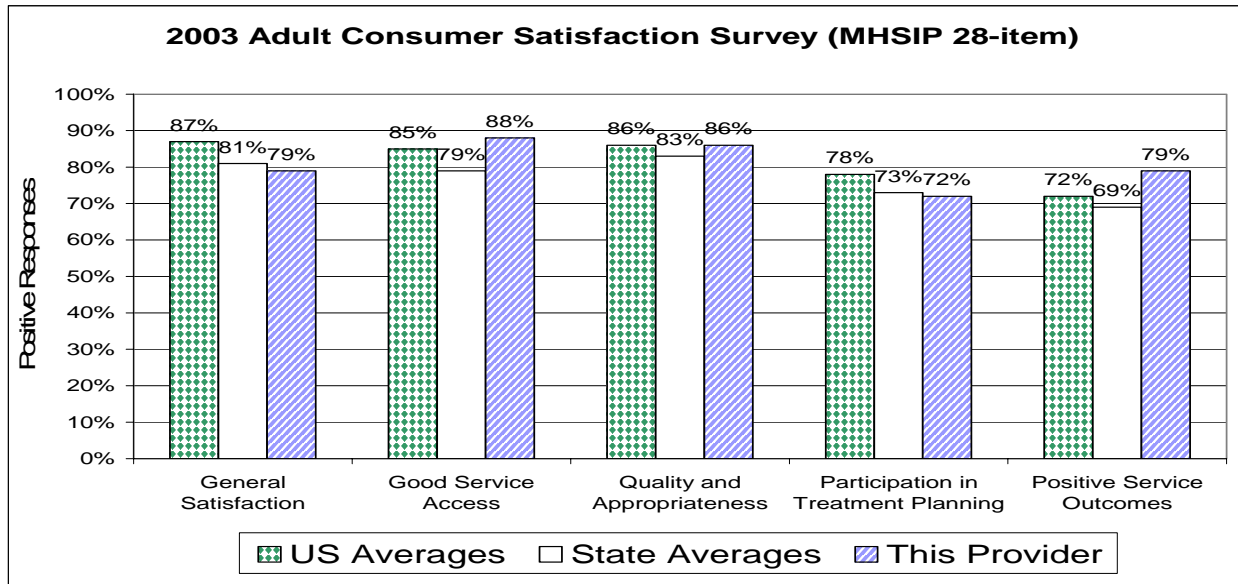
Lita Rouser

Marketer

Phone: (574) 722-5151, ext. 354

Fax: (574) 722-9523

E-mail: lrouser@fourcounty.org



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to others states and to the national average.

Gallahue Mental Health Center
416
6950 Hillside Court
Indianapolis, IN 46250
(317) 621-7600

CEO

Eric Crouse PHD

Consumer Contact

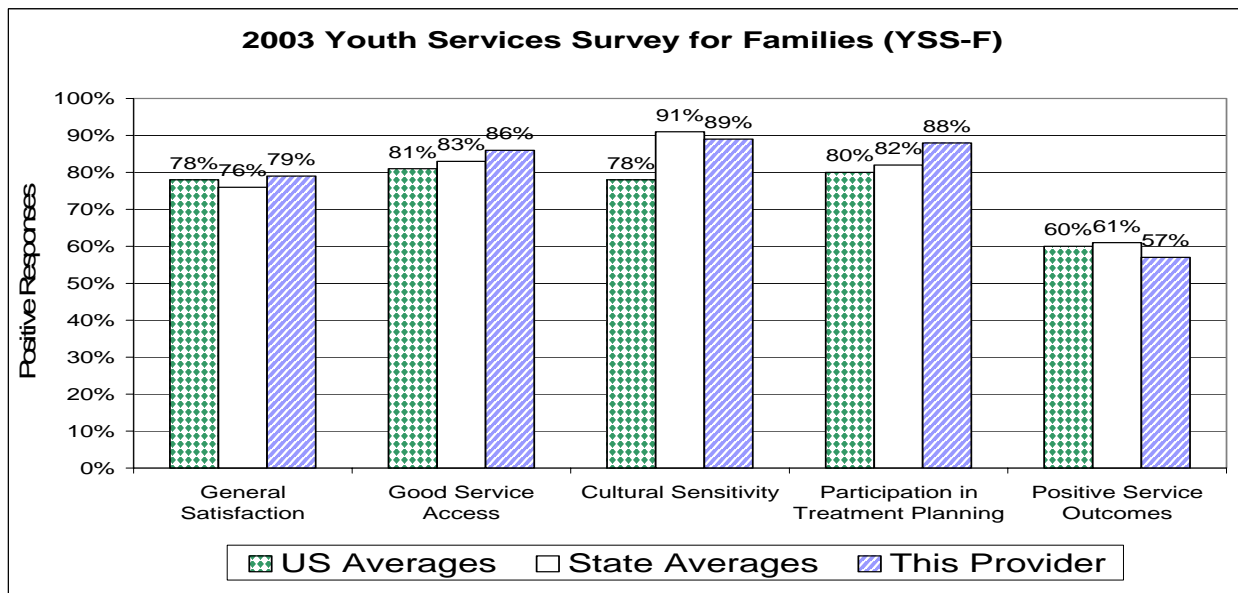
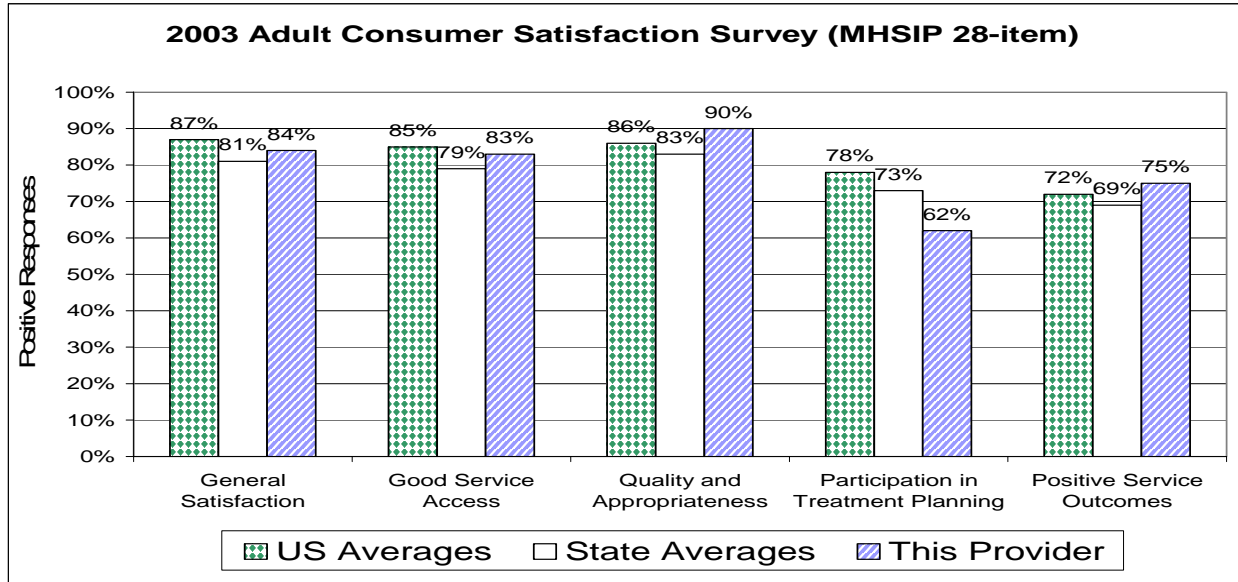
Le Stephan MA, CCSW

Operations Manager

Phone: (317) 355-5394

Fax: (317) 621-7608

E-mail: lstephan@community.com



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to others states and to the national average.

Grant Blackford Mental Health, Inc.

414

505 Wabash Avenue

Marion, IN 46952

(765) 662-3971

CEO

Paul G. Kuczora

Consumer Contact

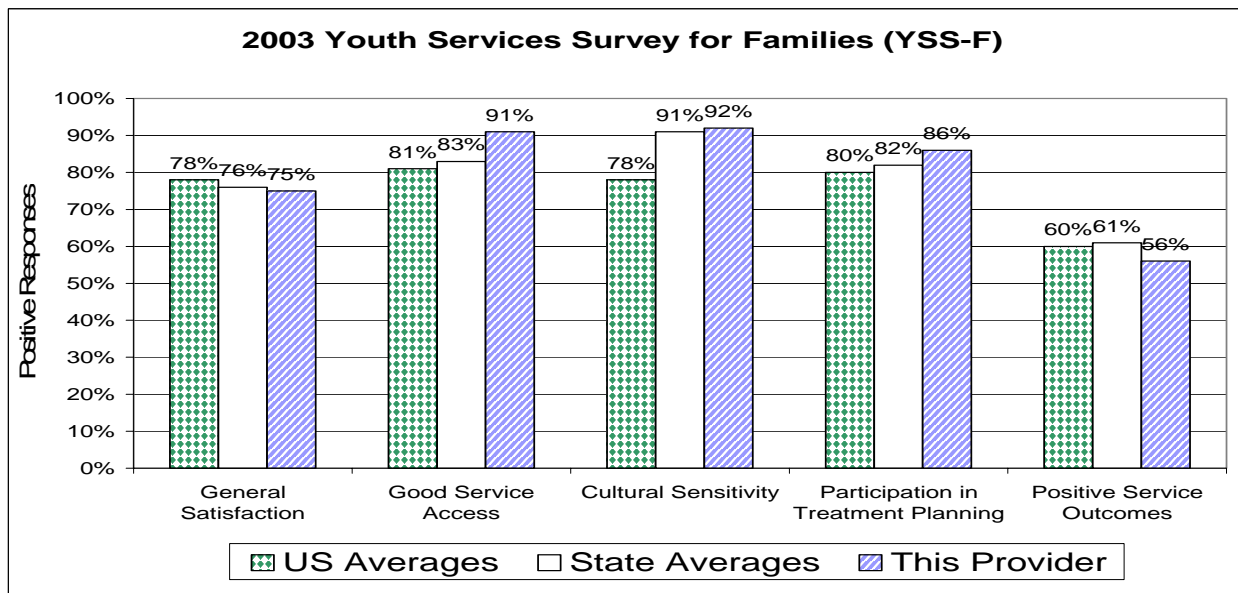
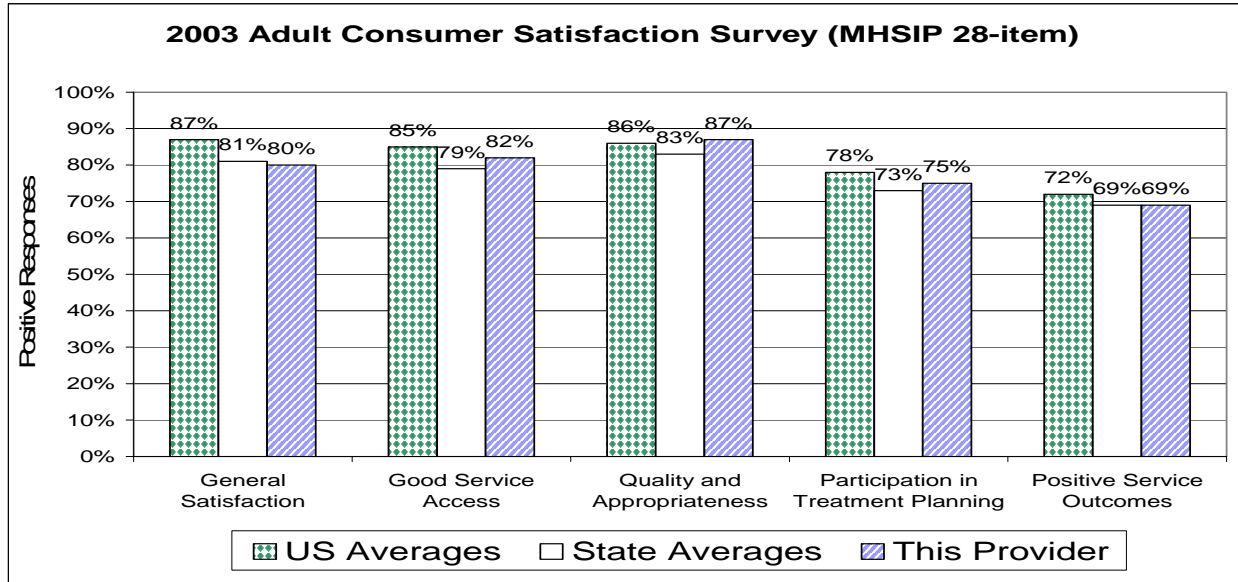
Sharon Lane

Administrative Secretary

Phone: (765) 662-3971

Fax: (765) 662-7480

E-mail:



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to others states and to the national average.

Hamilton Center, Inc.
405
620 8th Avenue
Terre Haute, IN 47804
(812) 231-8323

CEO

Galen Goode

Consumer Contact

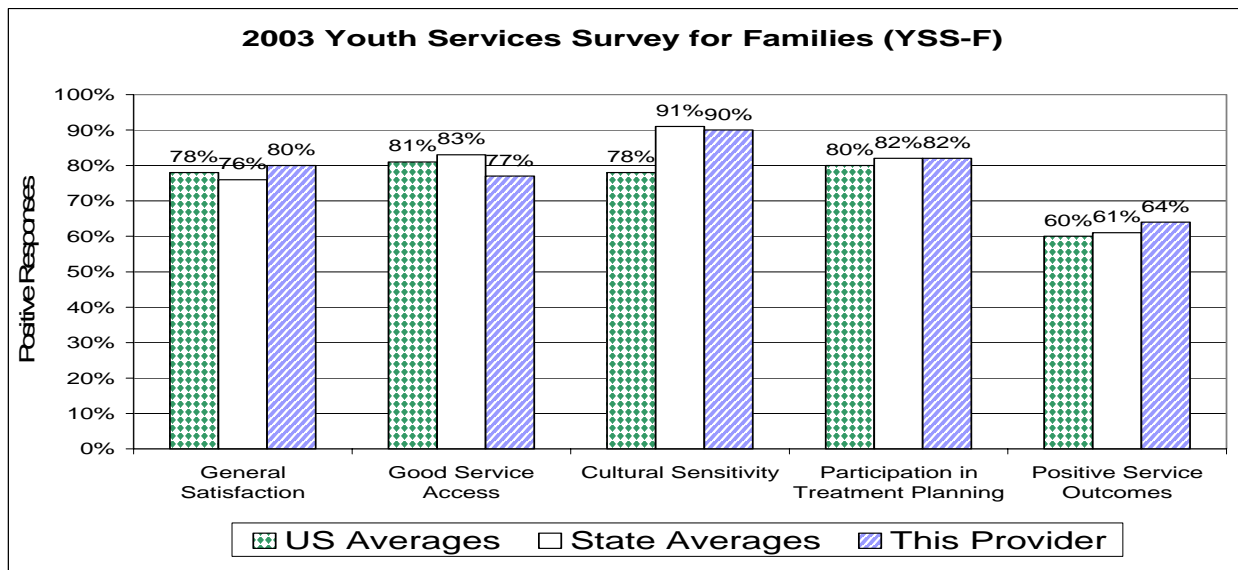
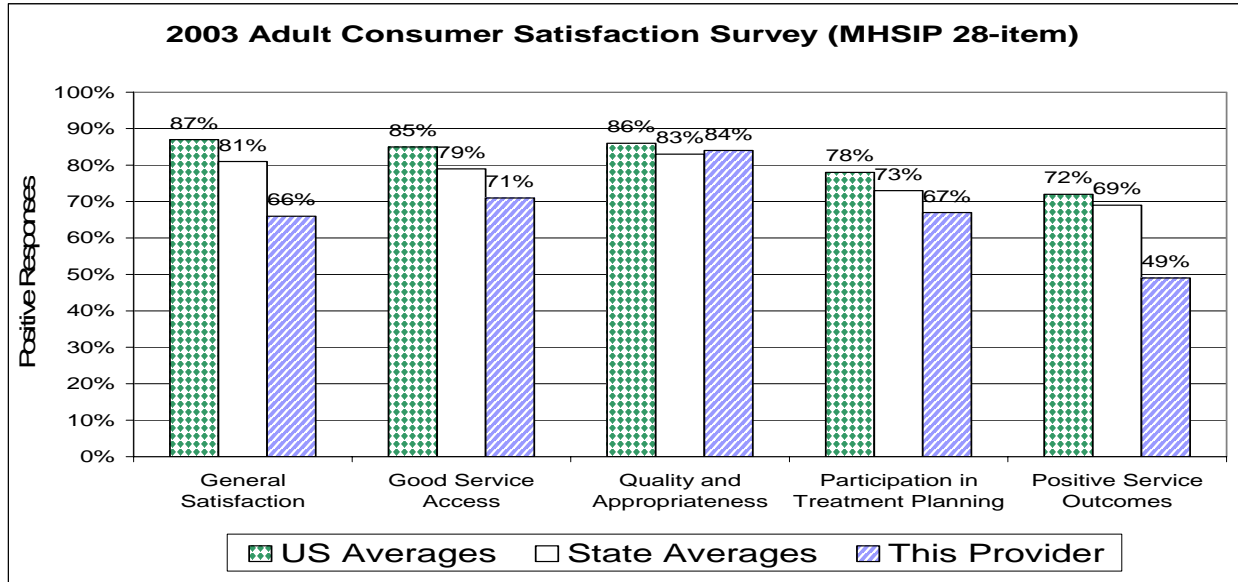
Dana Guthrie BS

CQI Administrator

Phone: (812) 231-8271

Fax: (812) 231-8411

E-mail: dguthrie@hamiltoncenter.org



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Howard Regional Health System

407

3500 South LaFountain

Kokomo, IN 46902

(765) 453-8555

CEO

James Alender

Consumer Contact

Anne Hochstedler

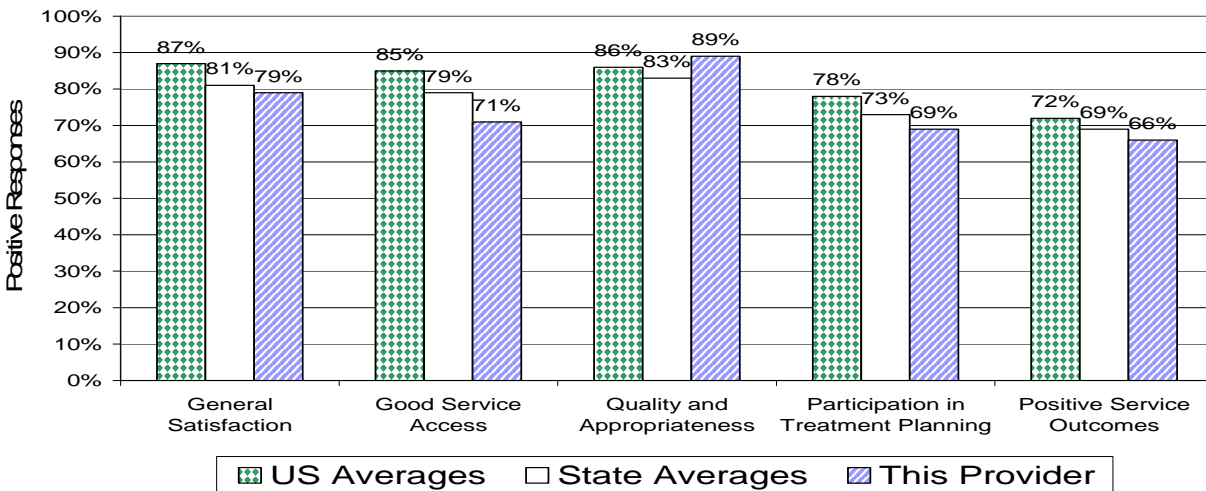
Care/Patient Complaints

Phone: (765) 453-8465

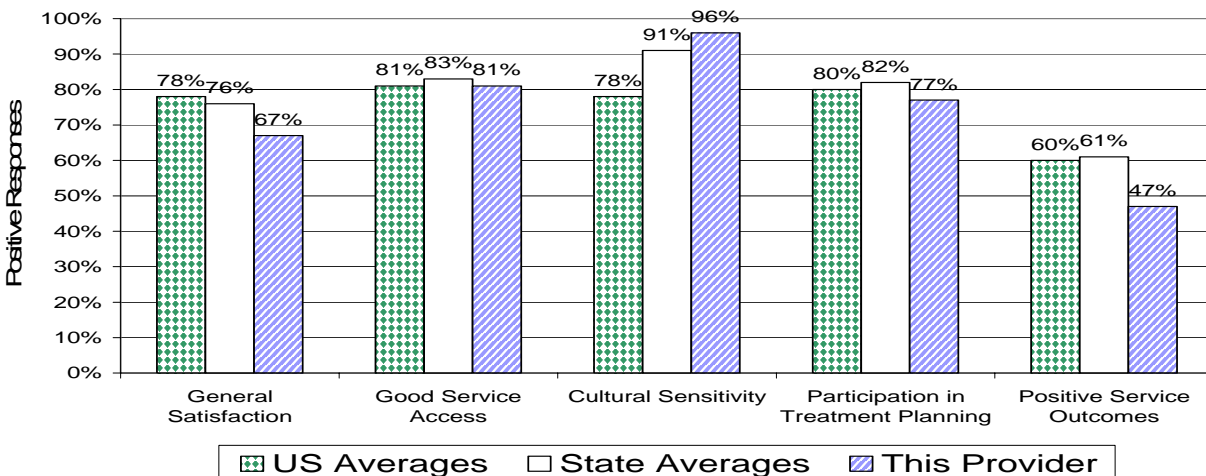
Fax: (765) 453-8114

E-mail:

2003 Adult Consumer Satisfaction Survey (MHSIP 28-item)



2003 Youth Services Survey for Families (YSS-F)



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to others states and to the national average.

Lifespring Inc.
402
460 Spring Street
Jeffersonville, IN 47130
(812) 206-1234

CEO

Terry Stawar EDD

Consumer Contact

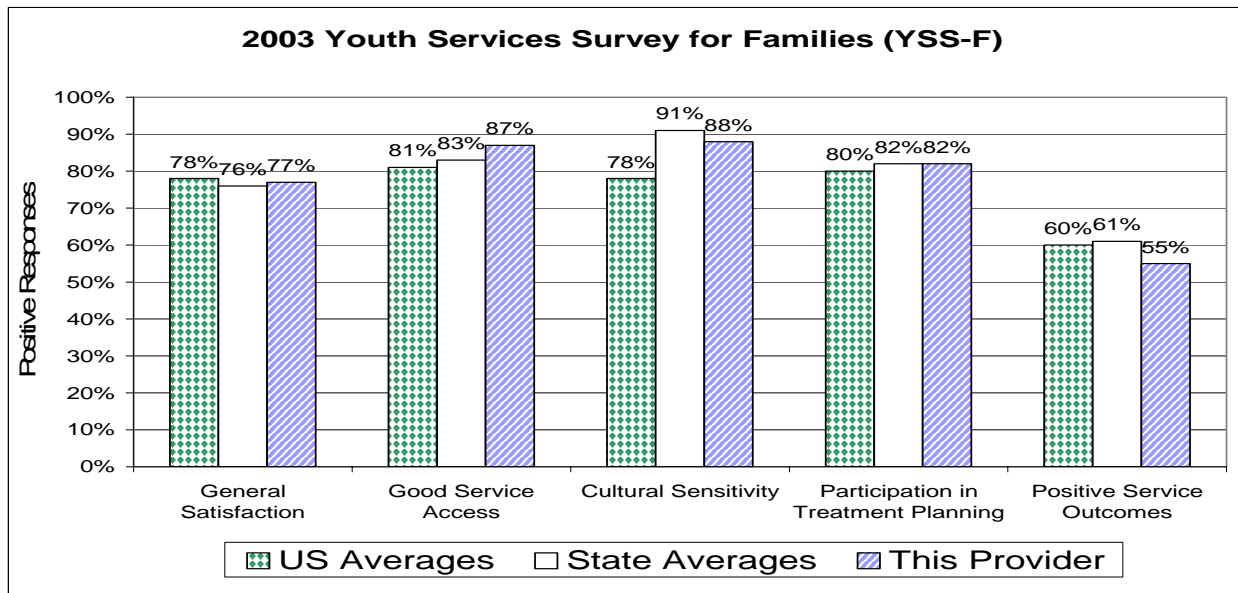
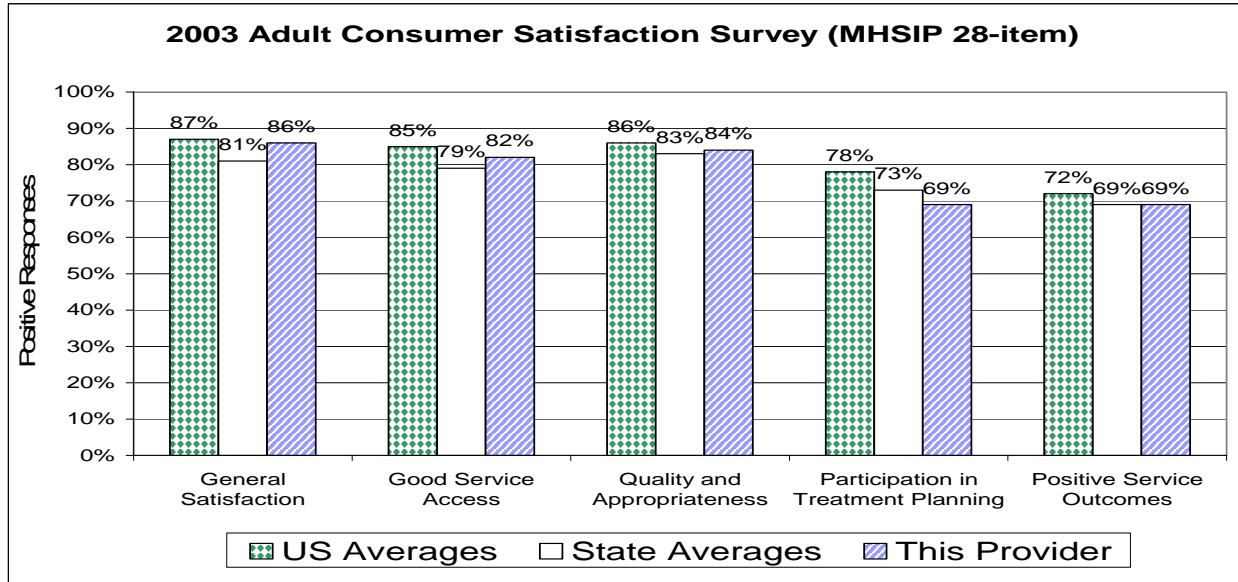
Elaine Carlisle

Performance Improvement Specialist

Phone: (812) 206-1200

Fax: (812) 206-1229

E-mail: ecarlisle@lifespr.com



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to others states and to the national average.

Madison Center, Inc.
406
403 E Madison Street
South Bend, IN 46617
(574) 234-0061

CEO

Jack Roberts

Consumer Contact

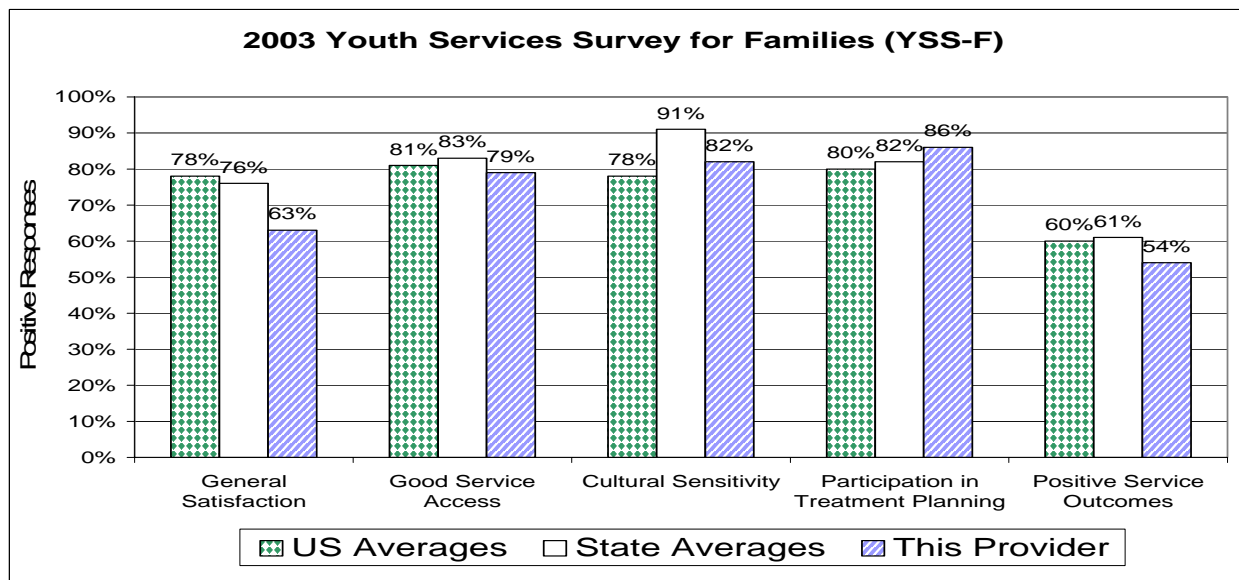
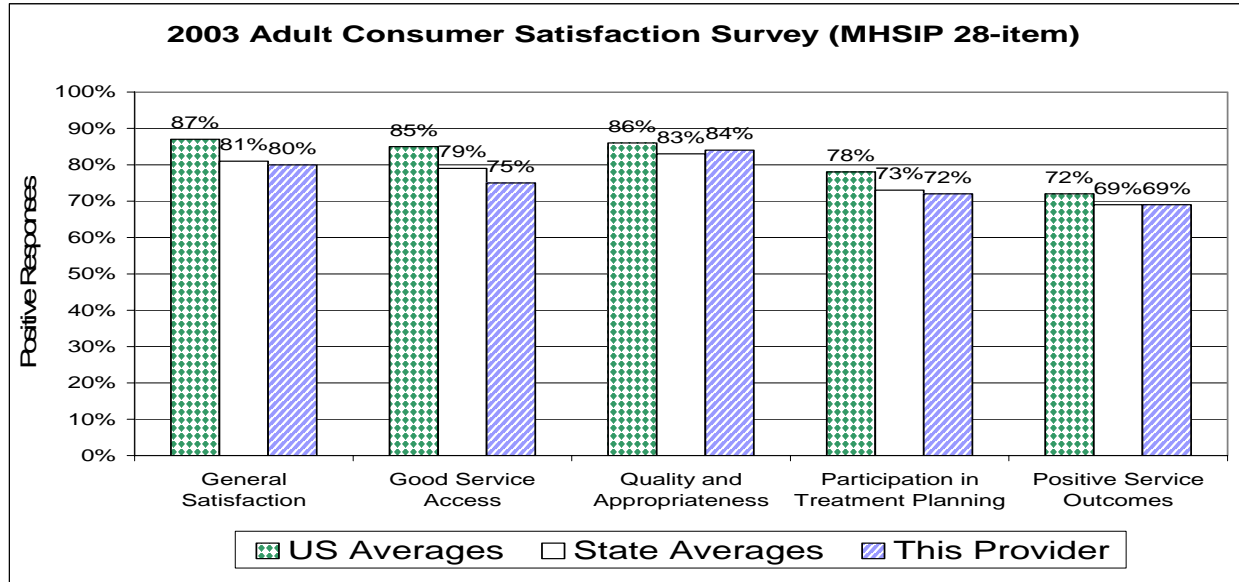
Marzy Bauer MUP

Associate Director

Phone: (574) 283-2108

Fax: (574) 288-5047

E-mail:



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to others states and to the national average.

Midtown Community Mental Health Center
401
1001 West Tenth Street
Indianapolis, IN 46202
(317) 554-2701

CEO

Margaret Payne

Consumer Contact

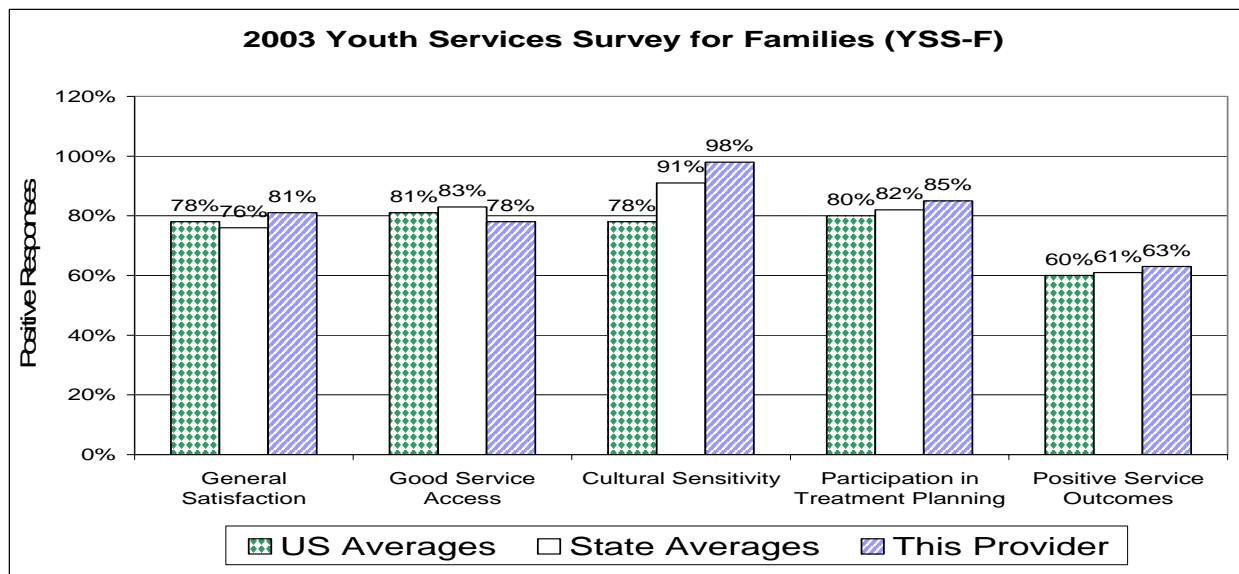
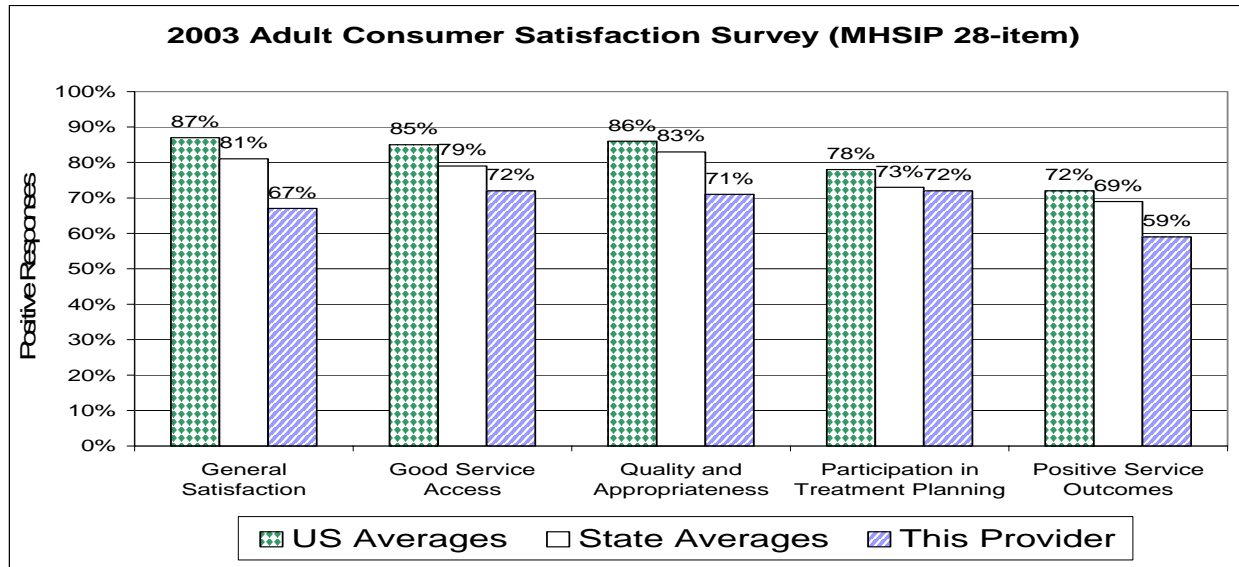
Noel Wyatt CCSW, ACSW

Care Business Director

Phone: (317) 554-2704

Fax: (317) 554-2721

E-mail: noel.wyatt@wishard.edu

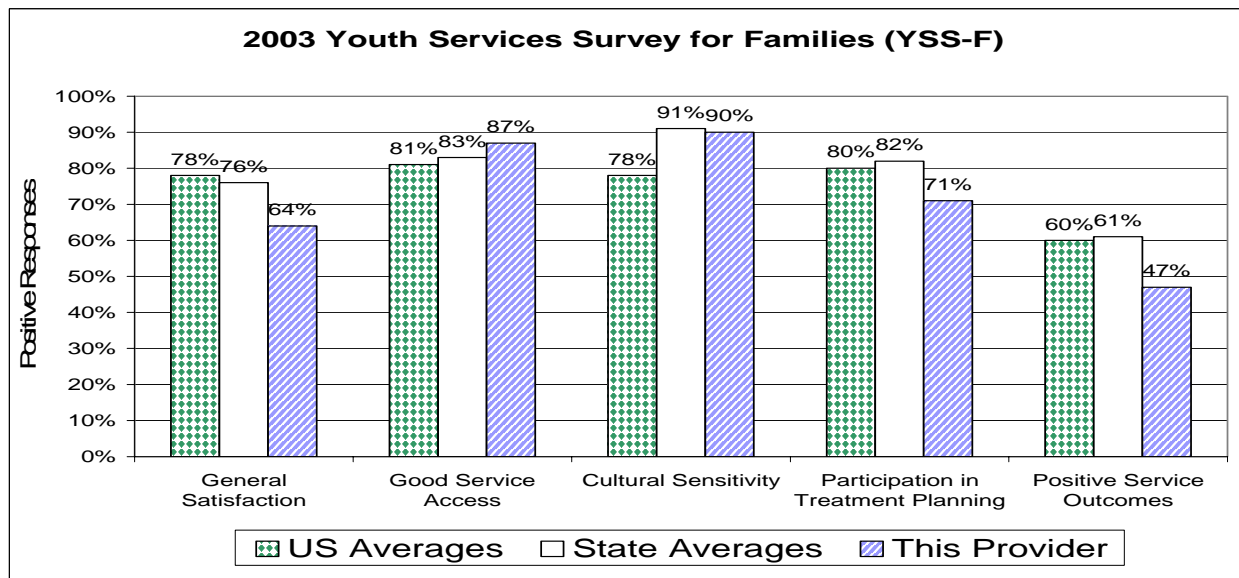
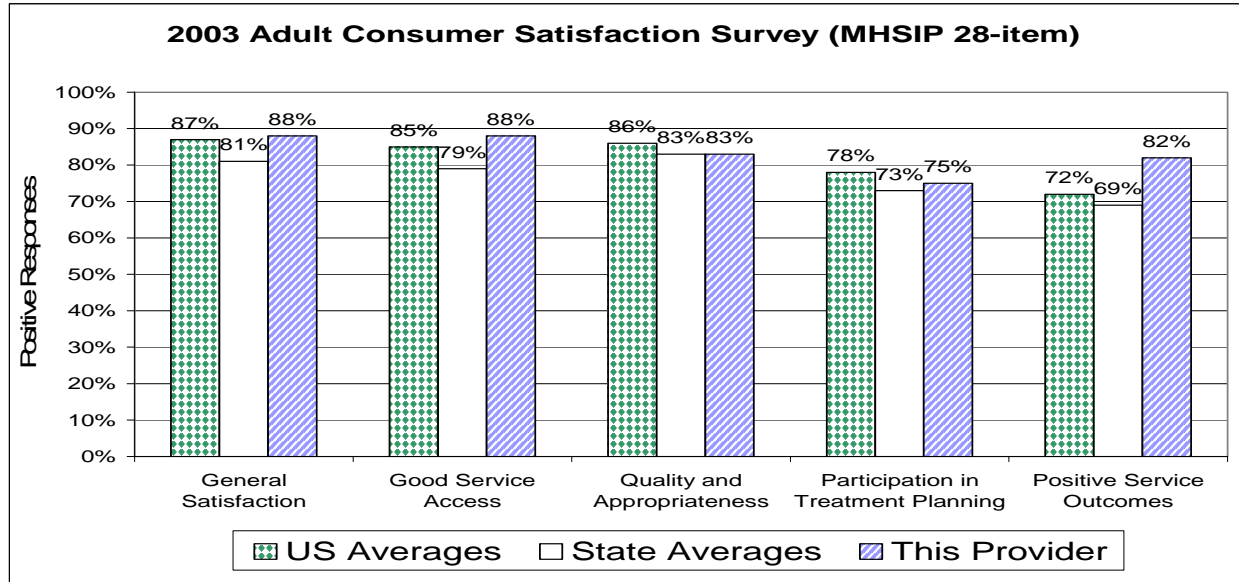


Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to others states and to the national average.

Northeastern Center
426
220 S Main
Kendallville, IN 46755
(260) 347-2453

CEO
 Jeryl Hollister

Consumer Contact
 Sue Sprague MSW, LCSW
 Continuing Care Director
 Phone: (260) 347-2453
 Fax: (260) 347-2456
 E-mail: ssprague@northeastern.org



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to others states and to the national average.

Oaklawn Psychiatric Center, Inc.

409

330 Lakeview Drive

Goshen, IN 46528

(574) 533-1234

CEO

Harold Loewen

Consumer Contact

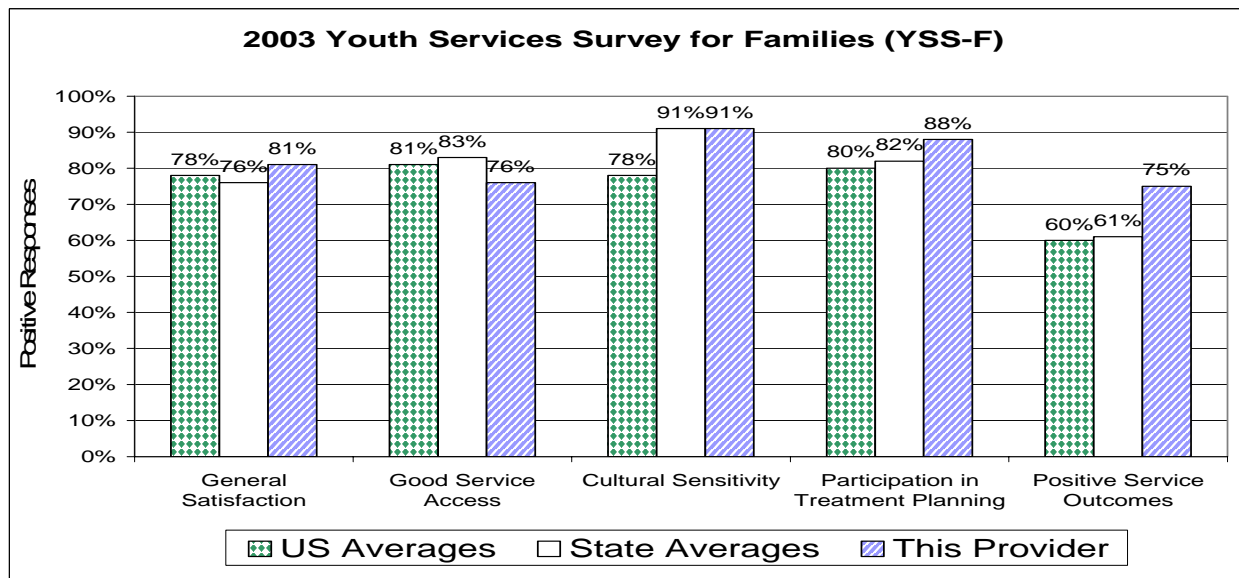
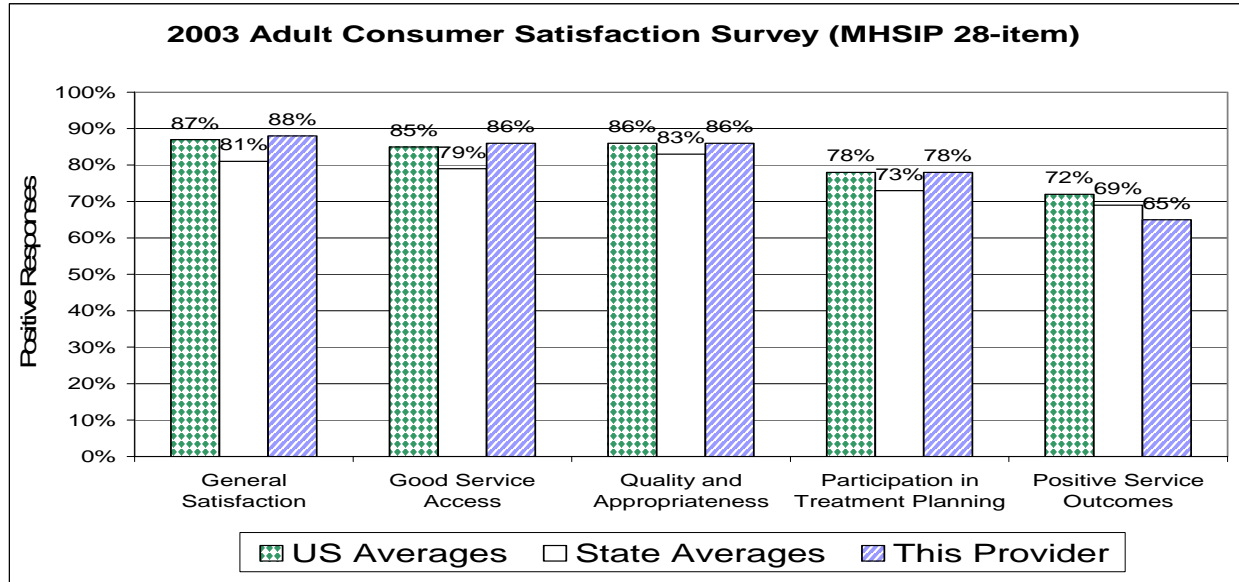
Gregg Nussbaum

Vice-President Adult Services

Phone: (574) 533-1234

Fax: (574) 537-2605

E-mail:



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to others states and to the national average.

Otis R. Bowen Center for Human Services, Inc.
423
850 North Harrison Street
Warsaw, IN 46581
(574) 267-7169

CEO

Kurt Carlson

Consumer Contact

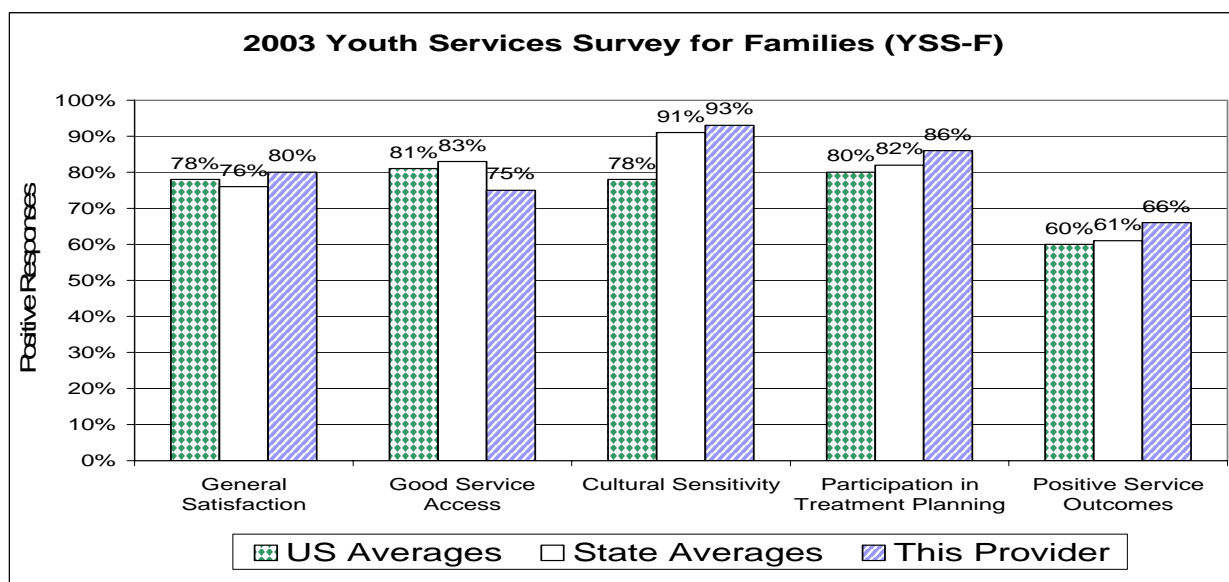
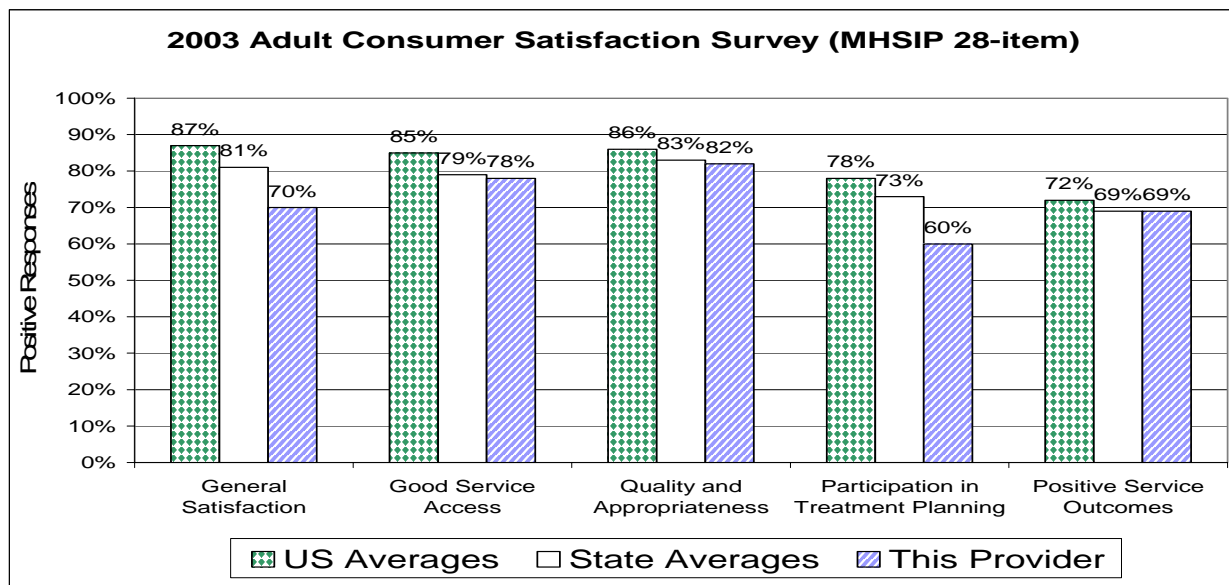
Joanne Mickley

Risk Manager

Phone: (800) 342-5653 ext. 3653

Fax: (574) 269-3995

E-mail: Joanne.Mickley@bowencenter.org



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to others states and to the national average.

Park Center, Inc.
419
909 East State Boulevard
Fort Wayne, IN 46805
(260) 481-2721

CEO

Paul D. Wilson

Consumer Contact

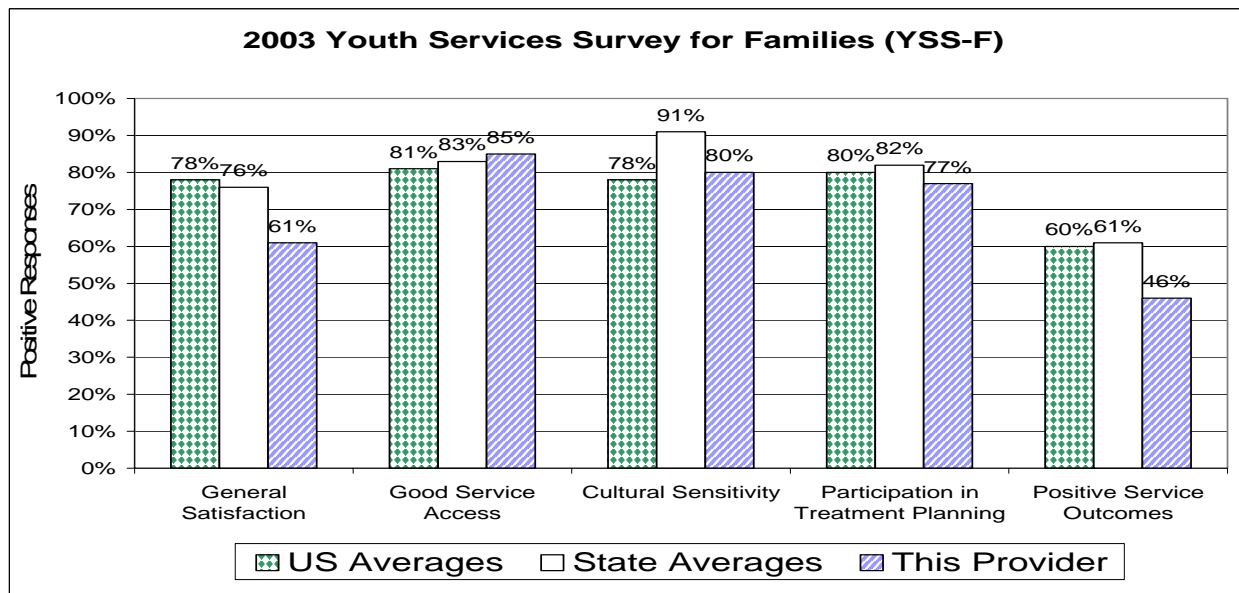
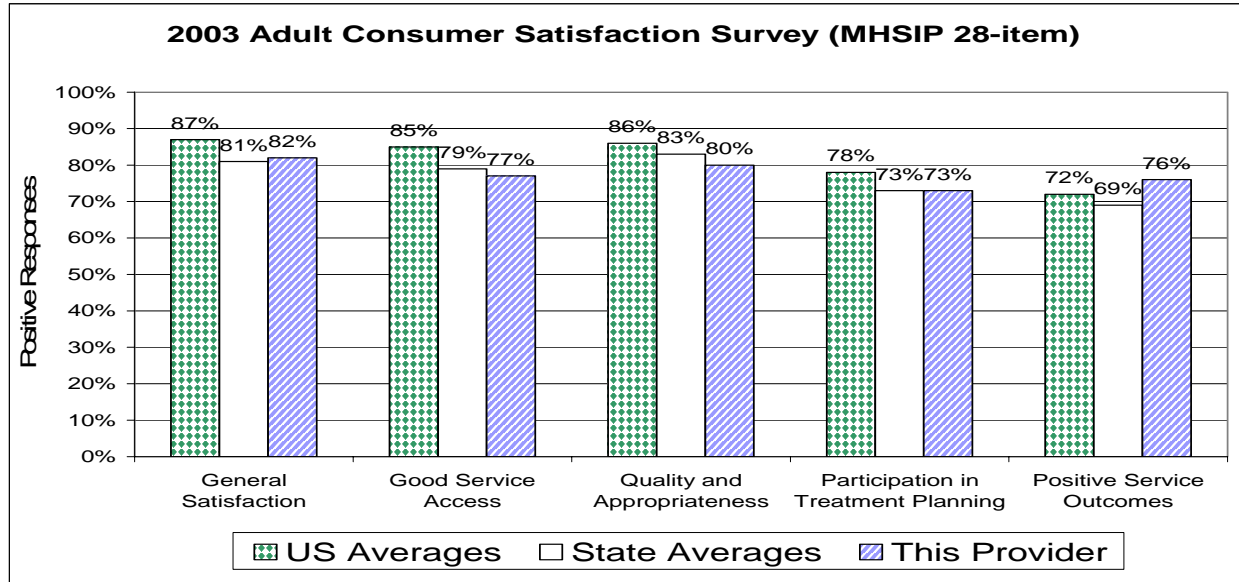
Brad Rupp

Quality Development

Phone: (260) 482-9125, ext. 2193

Fax: (260) 481-2717

E-mail:



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to others states and to the national average.

Porter-Starke Services, Inc.

418

601 Wall Street

Valparaiso, IN 46383

(219) 531-3500

CEO

David Lomaka

Consumer Contact

Dorinda Sattler

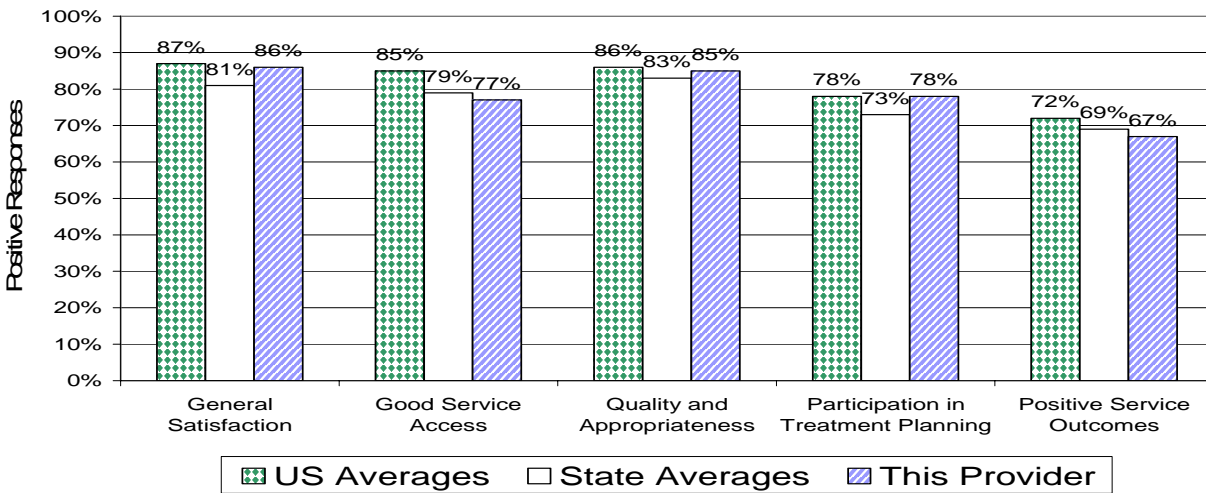
Privacy Officer

Phone: (219) 531-3548

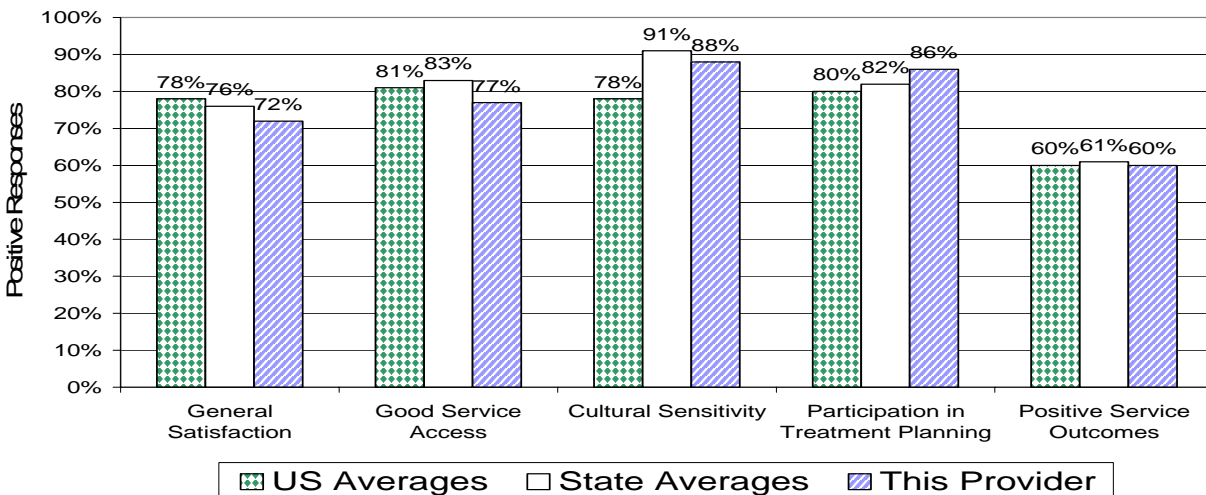
Fax: (219) 462-3975

E-mail: dsattler@parkerstarke.org

2003 Adult Consumer Satisfaction Survey (MHSIP 28-item)



2003 Youth Services Survey for Families (YSS-F)



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to others states and to the national average.

Quinco Behavioral Health Systems
408
720 North Marr Road
Columbus, IN 47201
(812) 379-2341

CEO

Robert J. Williams PHD

Consumer Contact

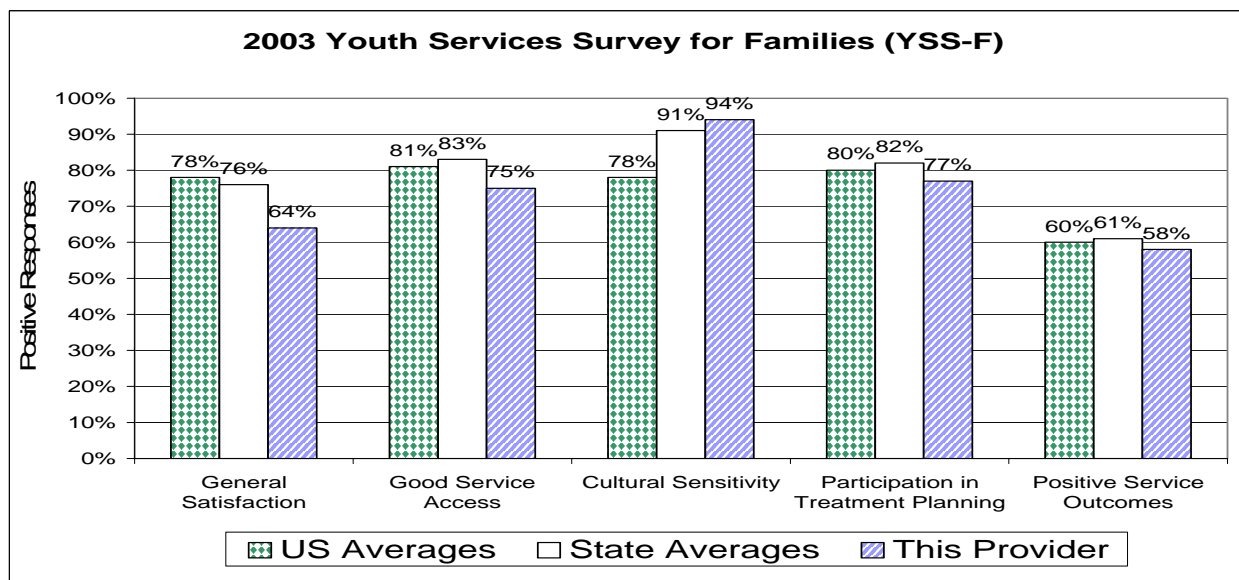
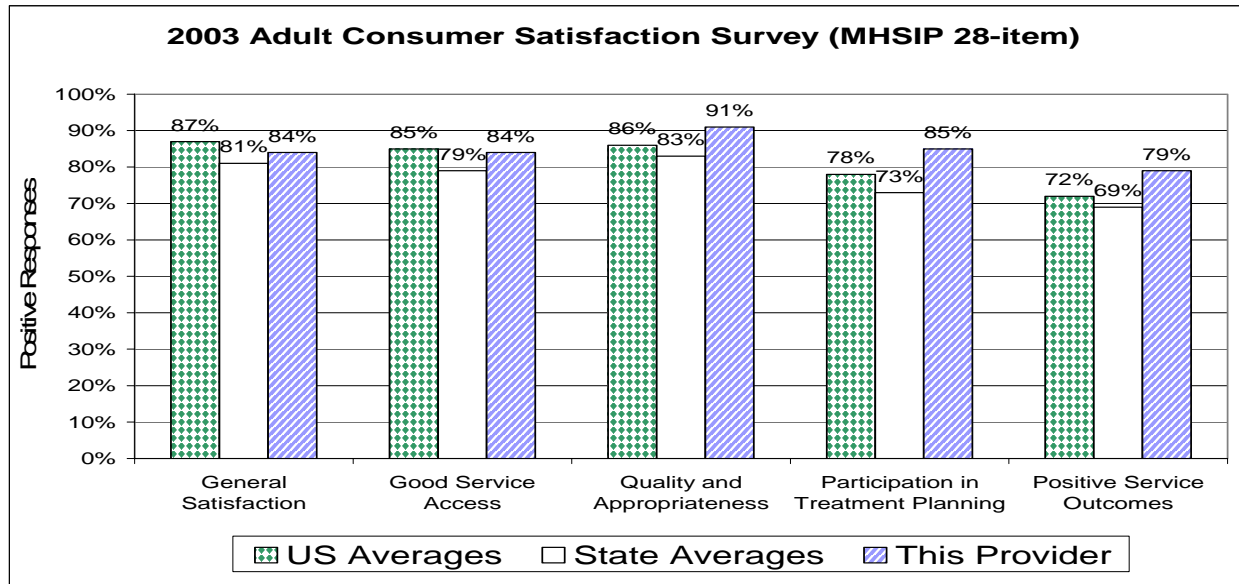
Kathy O'Brien-Christoff MA

Vice-President

Phone: (812) 348-7449

Fax: (812) 376-4875

E-mail: kochristoff@quincoinc.com



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to others states and to the national average.

Saint Margaret Mercy Healthcare Centers, Inc.
1001
5454 Hohman Avenue
Hammond, IN 46320
(219) 865-2141

CEO

Gene Diamond

Consumer Contact

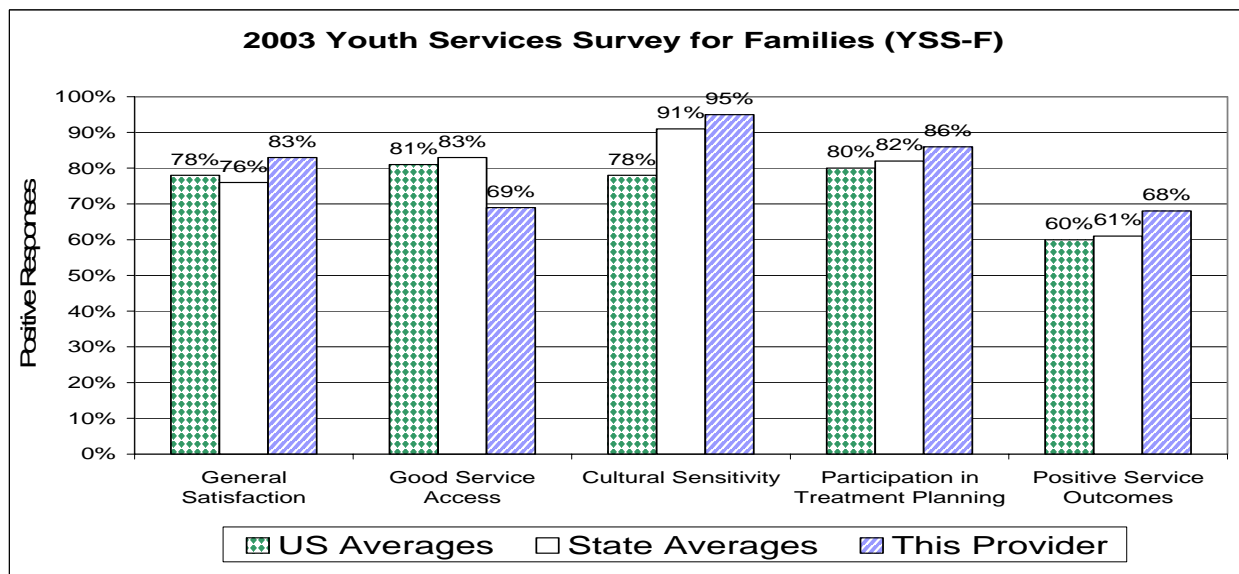
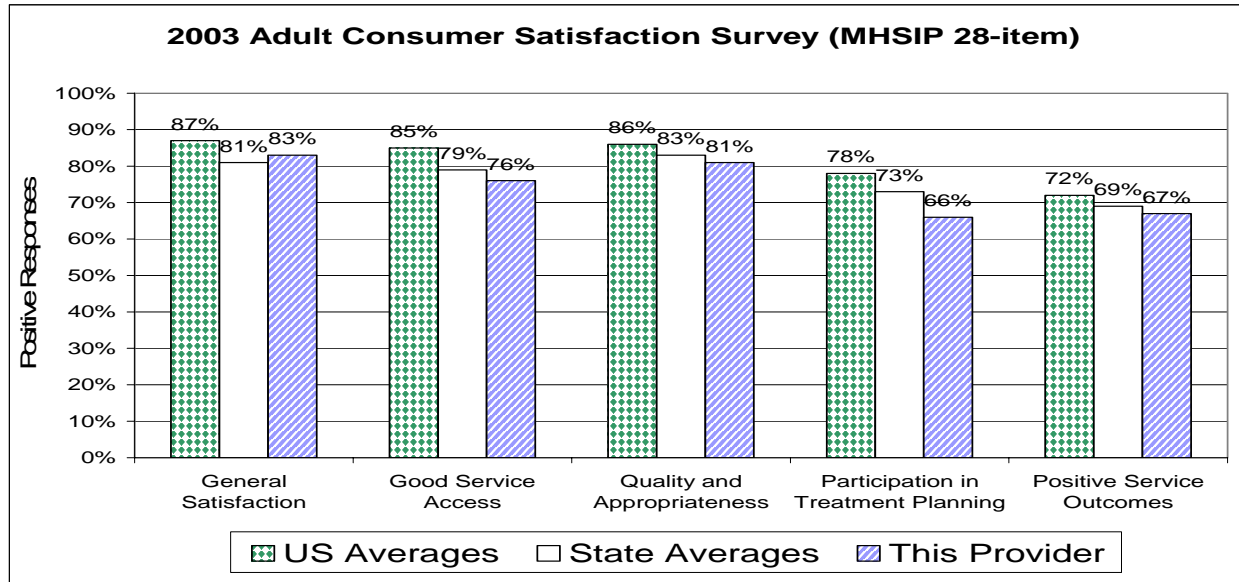
Bonnie Ciesar

Public Relations Secretary

Phone: (219) 864-2000

Fax: (219) 864-2157

E-mail:



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to others states and to the national average.

Samaritan Center
403
515 Bayou Street
Vincennes, IN 47591
(812) 886-6800

CEO

James A. Koontz MD

Consumer Contact

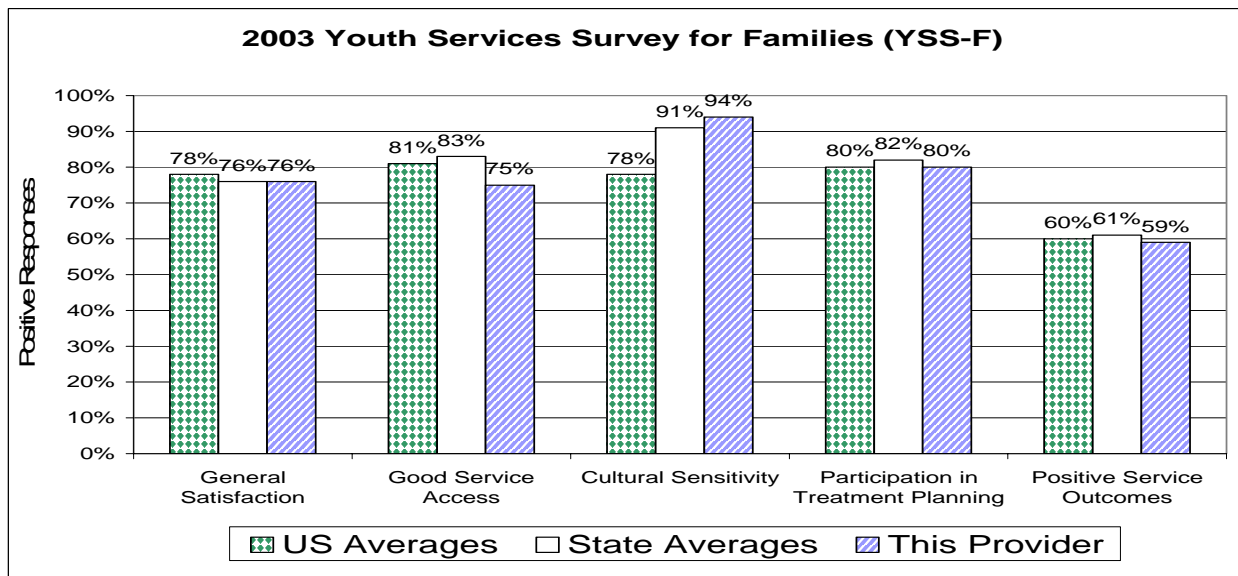
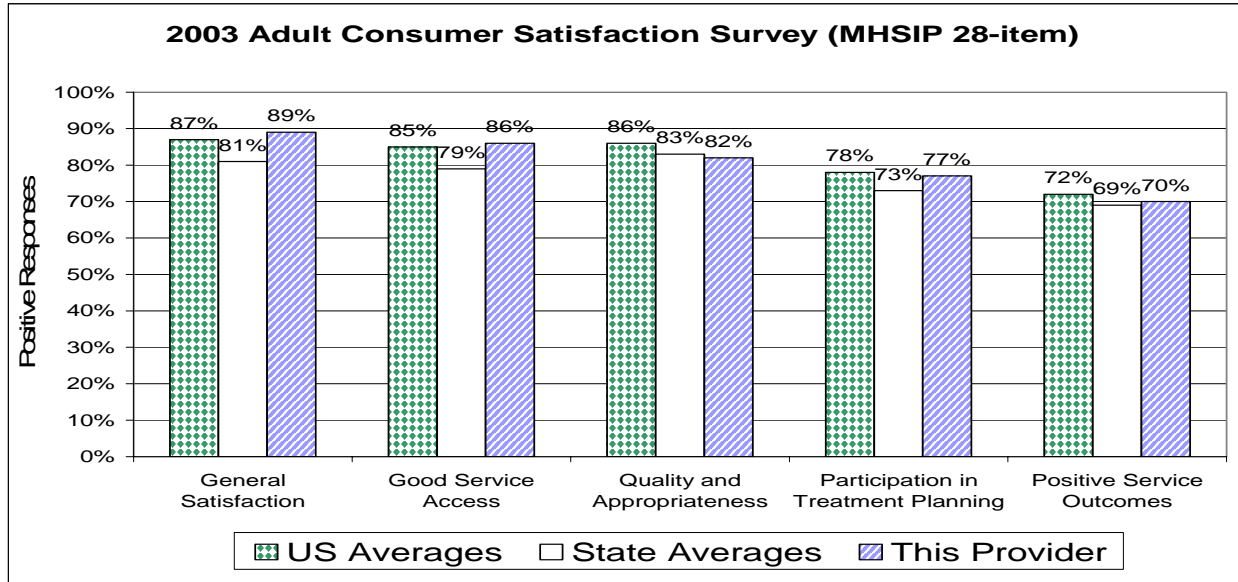
Michael Drake Ph. D.

Director of Quality Resources

Phone: (800) 824-7907

Fax: (812) 886-6809

E-mail: mdrake@gshvin.org

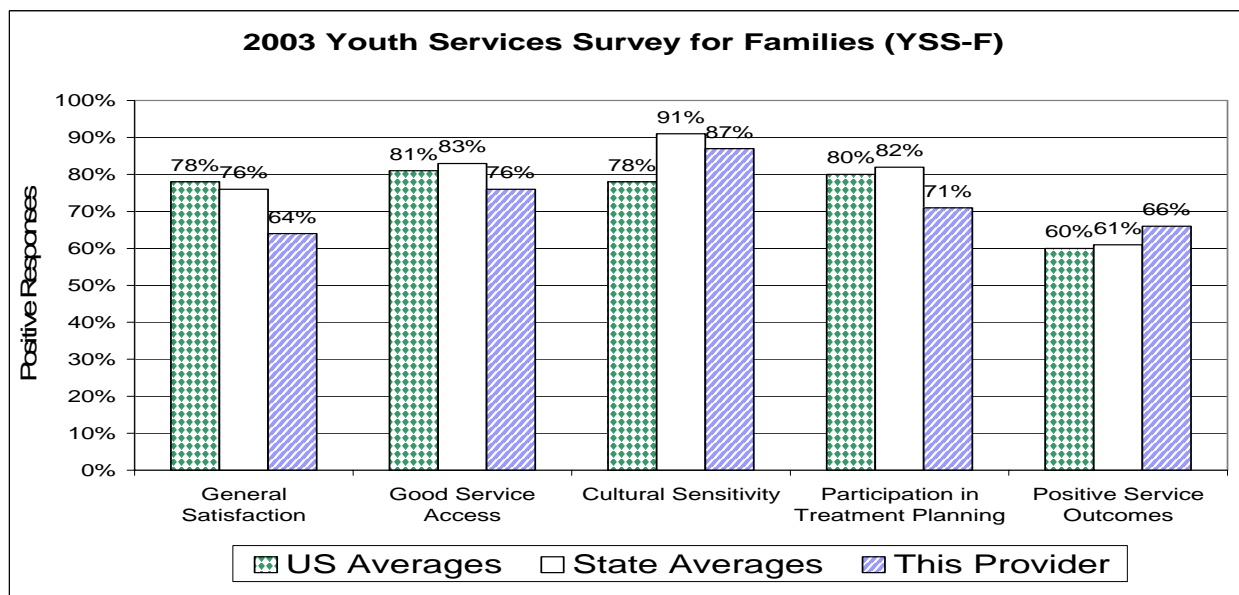
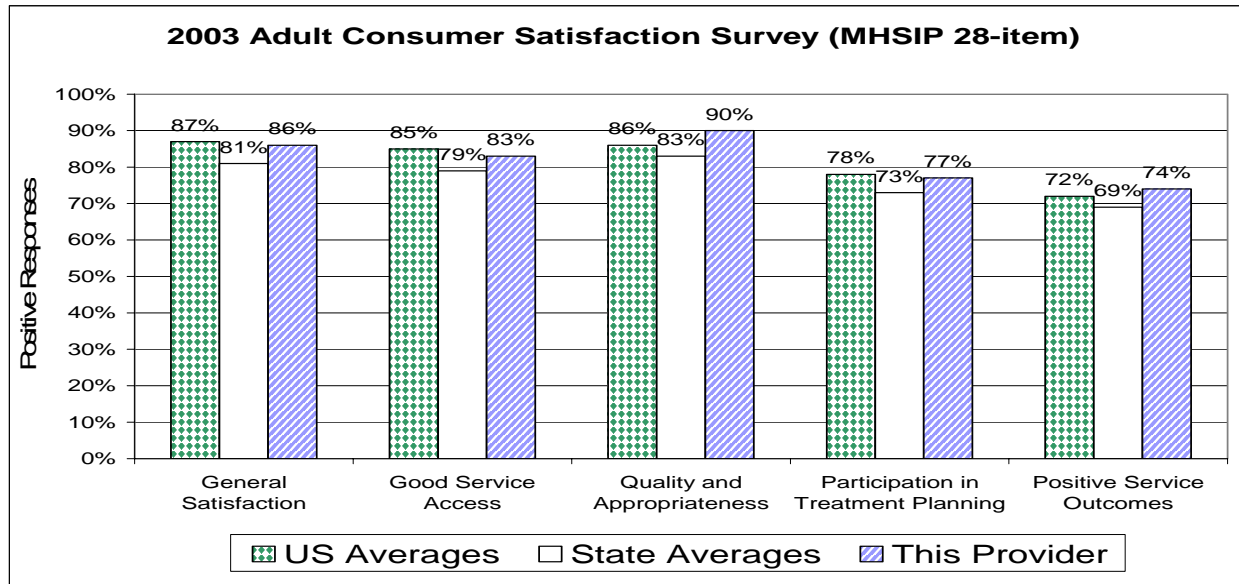


Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to others states and to the national average.

Southern Hills Counseling Center
420
480 Eversman Drive
Jasper, IN 47547-0769
(812) 482-3020

CEO
Don Aronoff

Consumer Contact
Joe Kimmel MSW, ACSW
Deputy Director
Phone: (812) 482-3020
Fax: (812) 482-6409
E-mail: jkimmel@southernhills.org



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to others states and to the national average.

Southlake Center for Mental Health, Inc.

424

**8555 Taft Street
Merrillville, IN 46410
(219) 769-4005**

CEO

Lee C. Strawhun

Consumer Contact

Sherry Oman

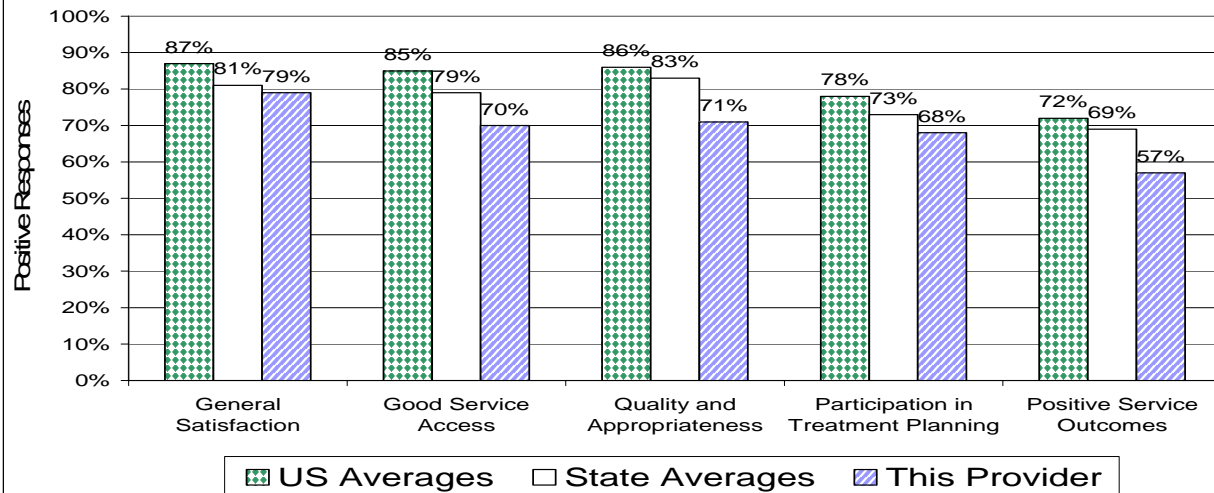
Senior Vice President

Phone: (219) 736-7263

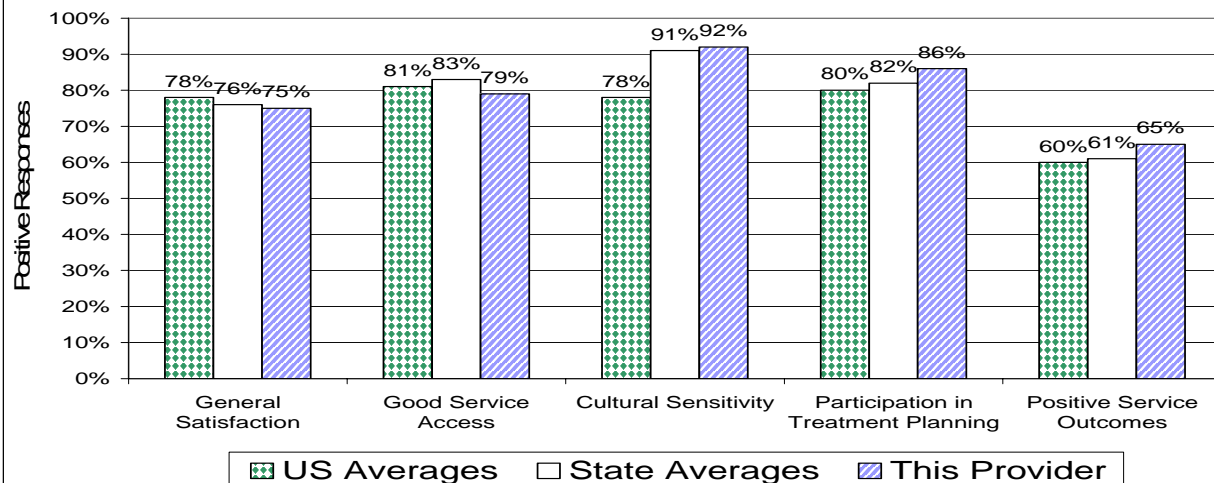
Fax: (219) 769-2508

E-mail: sherry.oman@southlakecenter.com

2003 Adult Consumer Satisfaction Survey (MHSIP 28-item)



2003 Youth Services Survey for Families (YSS-F)



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to others states and to the national average.

Southwestern Indiana Mental Health Center, Inc.
404
415 Mulberry Street
Evansville, IN 47713
(812) 423-7791

CEO

John K. Browning

Consumer Contact

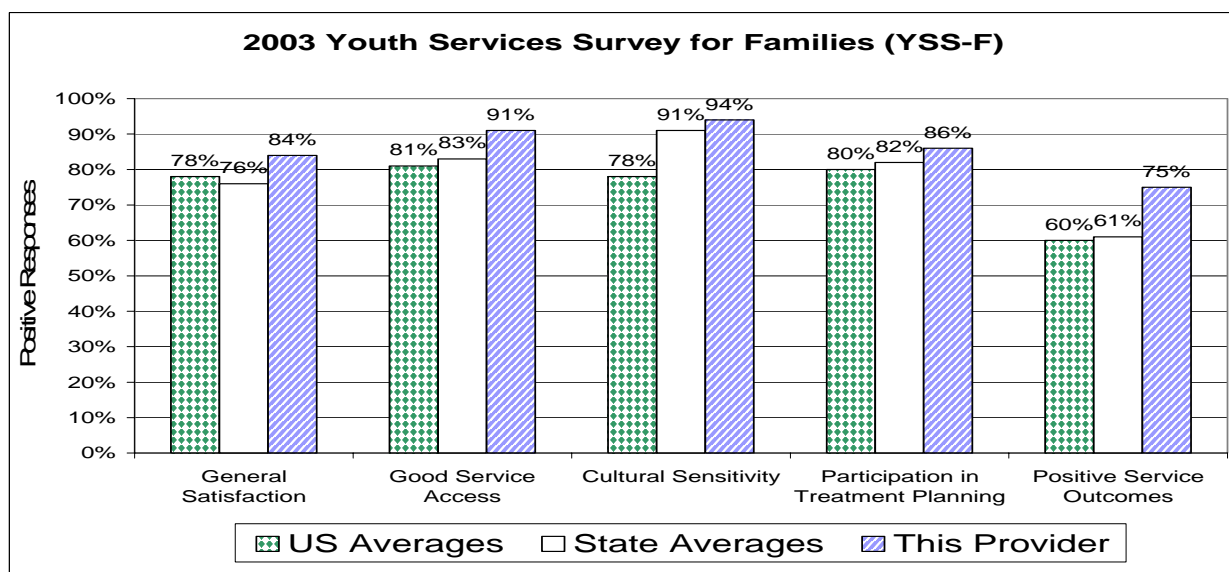
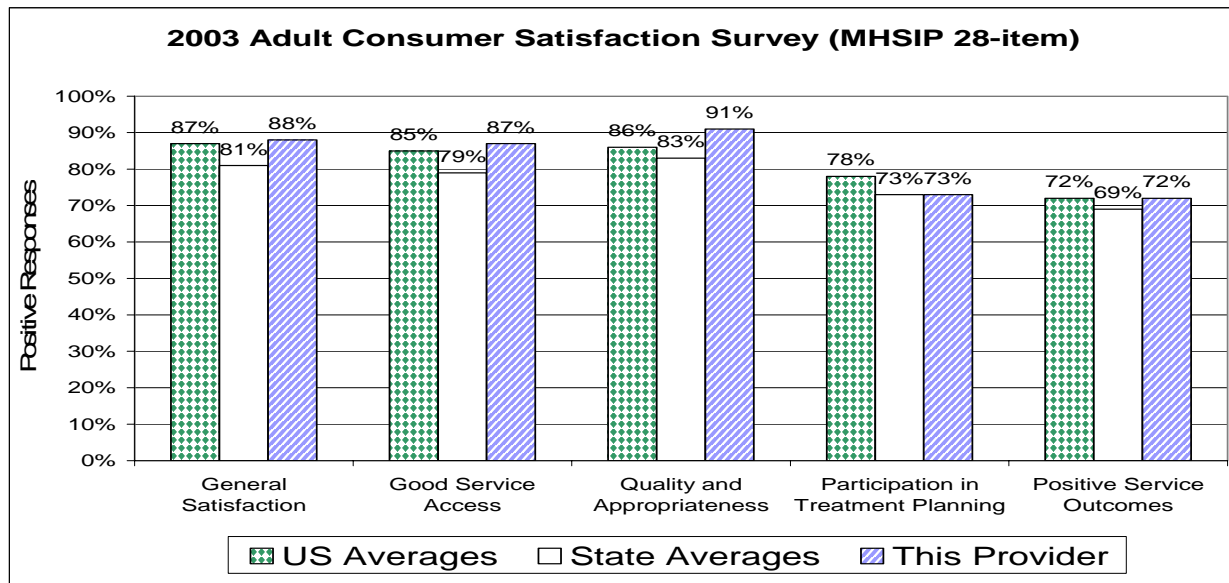
Richard Paul MSW, ACSW

VP of Clinical Services

Phone: (812) 423-7791

Fax: (812) 422-7558

E-mail: paulr@southwestern.org



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to others states and to the national average.

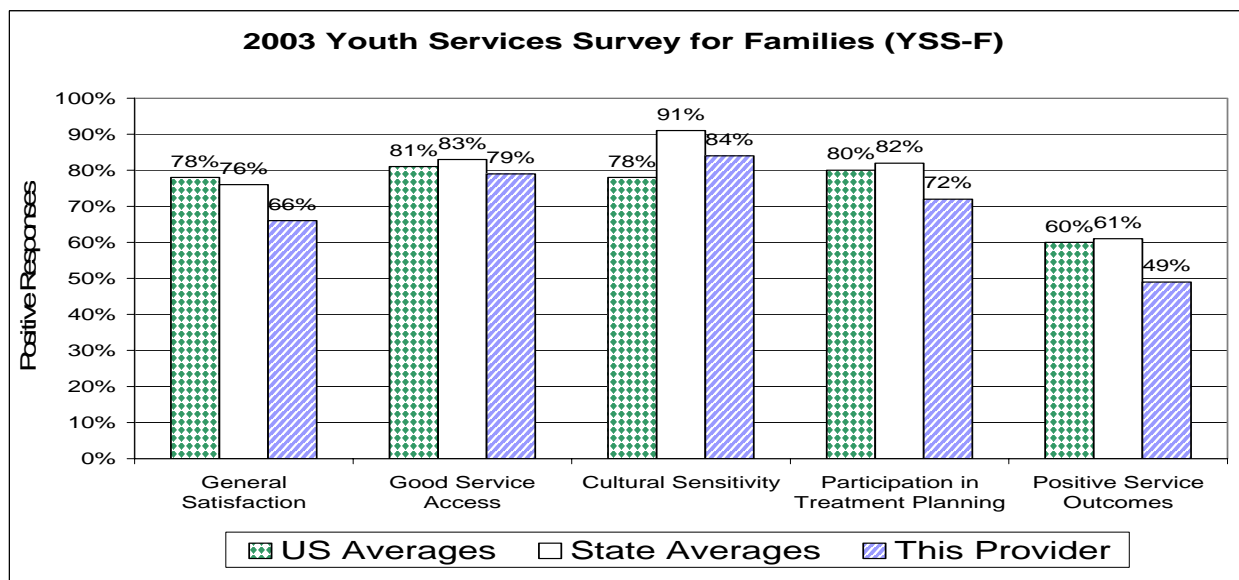
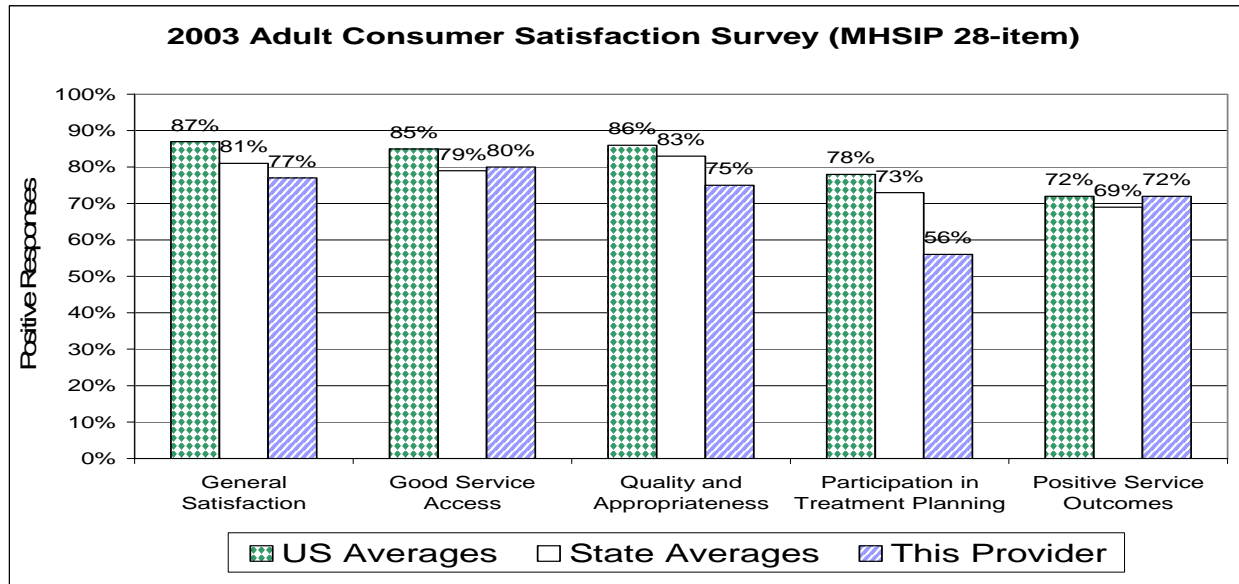
Swanson Center
410
450 St. John Rd. Suite 501
Michigan City, IN 46360
(219) 879-4621

CEO

Elizabeth Kuhn

Consumer Contact

Donna Letsinger MSW, ACSW
 Chief of Operations (Michigan City)
 Phone: (219) 872-8666
 Fax: (219) 873-2388
 E-mail:



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to others states and to the national average.

Tri-City Comprehensive Community Mental Health Center, Inc.
412
3903 Indianapolis Boulevard
East Chicago, IN 46312
(219) 398-7050

CEO

Robert Krumwied

Consumer Contact

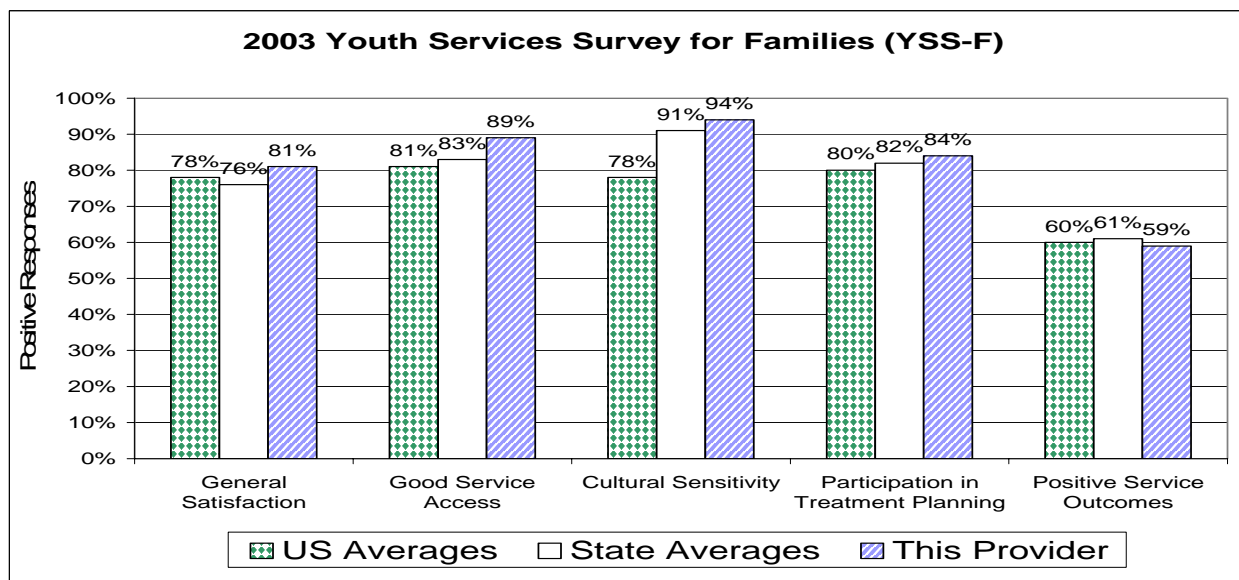
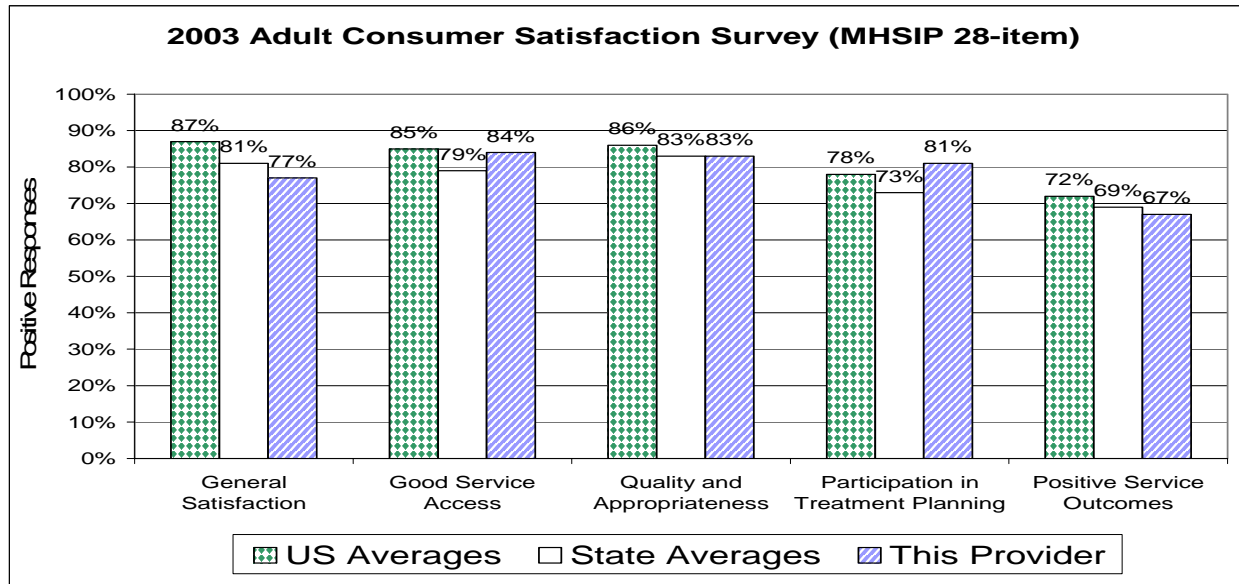
Sharon Kraus Ph. D.

Associate Director, Clinical Services

Phone: (219) 392-6008

Fax: (219) 392-6998

E-mail:



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to others states and to the national average.

Universal Behavior Services - Indianapolis

1389

820 Fort Wayne Avenue

Indianapolis, IN 46204

(317) 684-0442

CEO

Therome Buford

Consumer Contact

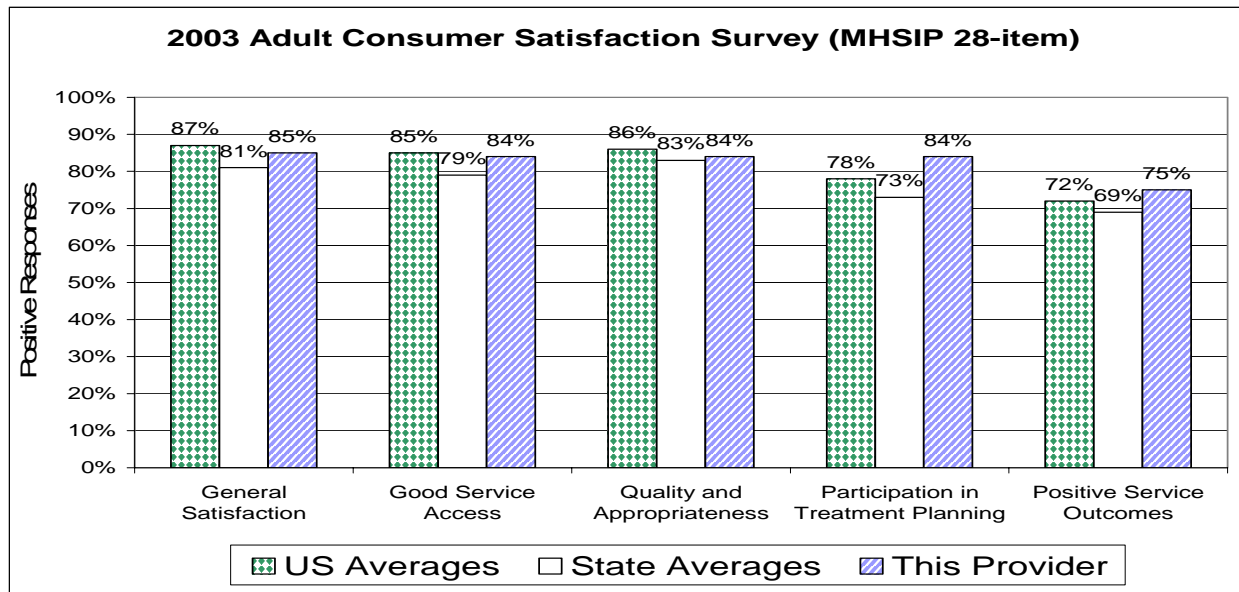
Indinar Buford

Phone: (317) 684-0442

Fax: (317) 684-0679

E-mail:

NOTE: For this provider, there is no graph for the 2003 Youth Services Survey for Families (YSS-F).



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to others states and to the national average.

Villages of Indiana, Inc.
1006
652 N Girls School Rd, Suite 240
Indianapolis, IN 46214-3662
(317) 273-7575

CEO

Sharon E. Pierce

Consumer Contact

Jill Budnick

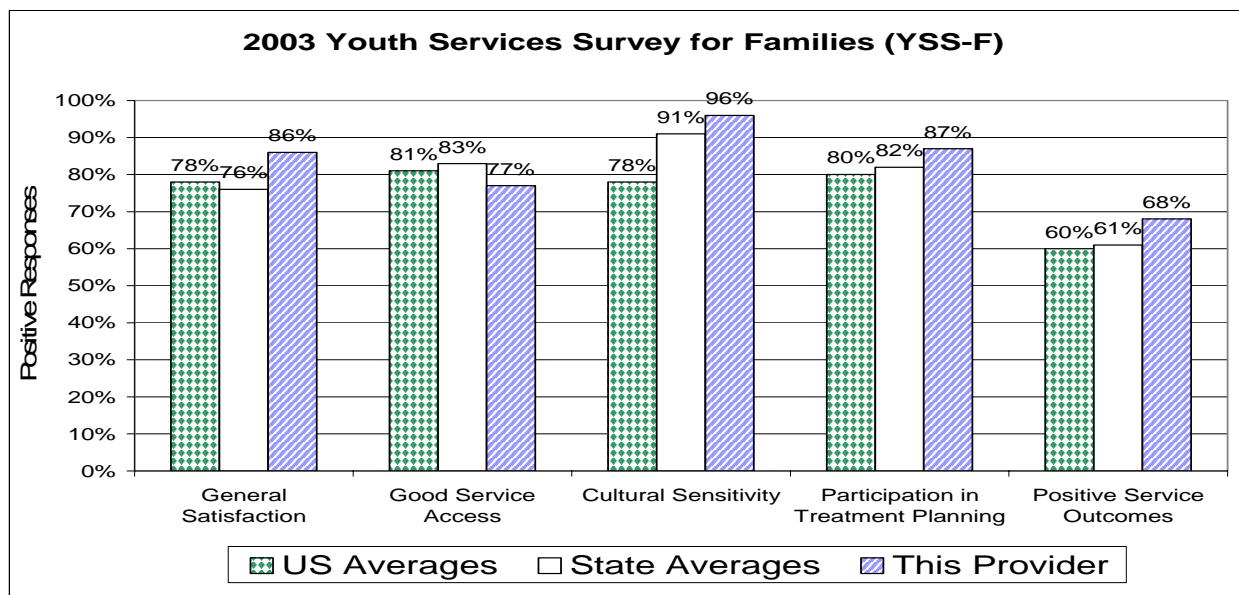
Director of Admissions

Phone: (800) 822-4888

Fax: (317) 273-7565

E-mail:

NOTE: For this provider, there is no graph for the 2003 Adult Consumer Satisfaction Survey (MHSIP).



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to others states and to the national average.

Wabash Valley Hospital, Inc.
415
2900 North River Road
West Lafayette, IN 47906
(765) 463-2555

CEO

Rick Crawley

Consumer Contact

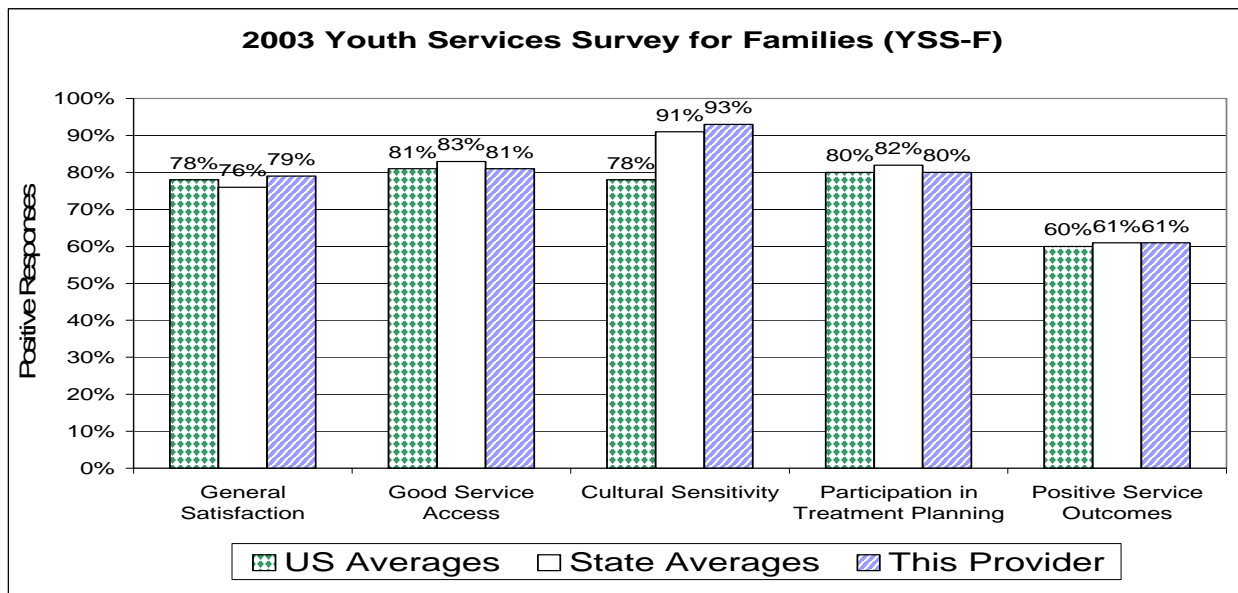
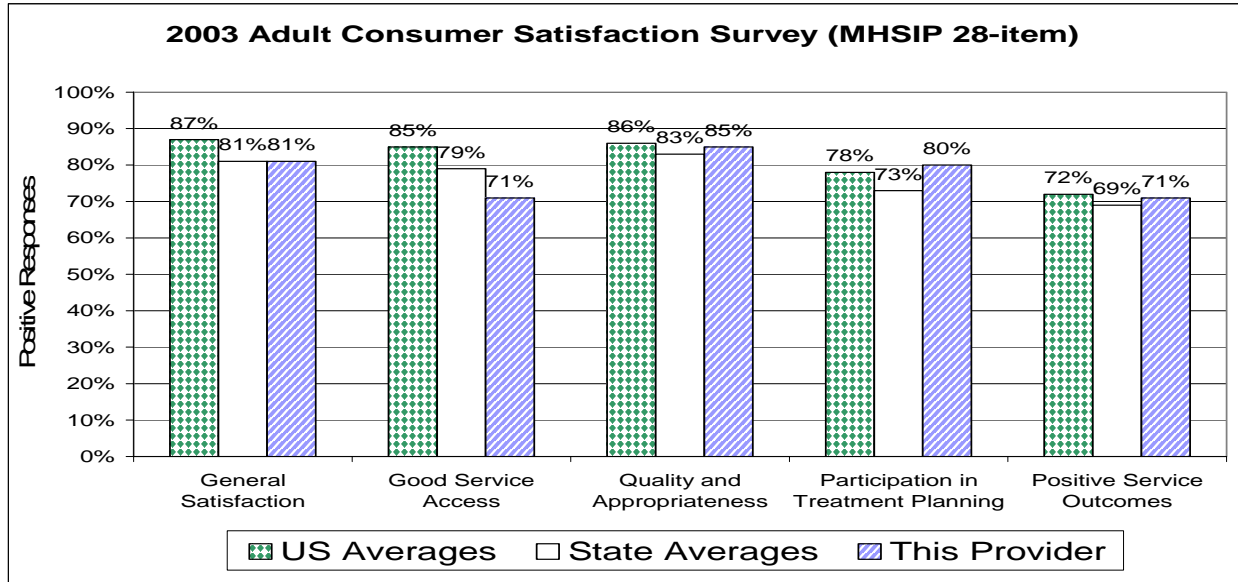
Lori Riehle

Administrative Secretary

Phone: (765) 446-0142

Fax: (765) 497-3960

E-mail:



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to others states and to the national average.

Glossary

CMHS: A federal center under Health and Human Services SAMHSA, the Center for Mental Health Services.

Confidence interval: Confidence interval is the range in which the true value of the population is estimated to be. This range is often expressed in percentage points, (e.g., ± 2.5 percent). Thus, if the report card states that 83% of consumers in the sample gave a positive response with a confidence interval of $\pm 2.5\%$, then it can be concluded that between 80.5% and 85.5% of consumers in the population have would give a positive response.

Confidence level: Using the 95% confidence level when determining sample size allows us to say that 95 out of 100 samples drawn would given us the same values (within the range of confidence interval discussed above) as the values we achieved. There is a small chance that the sample drawn does not represent the true population value.

Consumer: A person who receives mental health or addiction services.

Continuum of Care: A core set of mental health services that mental health service providers, who are contracting with the Division of Mental Health and Addiction, must offer to consumers. These services include the following:

- 1.) Individualized treatment planning to increase coping skills and symptom management, which may include any combination of services listed below.
- 2.) Twenty-four hour a day crisis intervention.
- 3.) Case management to fulfill individual consumer needs, including assertive case management when indicated.
- 4.) Outpatient services, including intensive outpatient services, substance abuse services, counseling, and treatment.
- 5.) Acute stabilization services including detoxification services.
- 6.) Residential services.
- 7.) Day treatment.
- 8.) Family support services.
- 9.) Medication evaluation and monitoring.
- 10.) Services to prevent unnecessary and inappropriate treatment and hospitalization and the deprivation of a person's liberty.

Degree of Variability: Refers to the distribution of the attributes being measures in the population. The less variable (more homogeneous) the population, the smaller the sample size. A proportion of 50% indicates the greatest level of variability, while 20% or 80% indicate less variability (greater homogeneity).

Division of Mental Health and Addiction (DMHA): The Indiana Family and Social Services Administration (FSSA) division that regulates and certifies mental health services in Indiana.

Hoosier Assurance Plan (HAP): The Division of Mental Health and Addiction care strategy for the method of funding and the delivery of mental health and addiction services by the state of Indiana.

Mental Illness: All forms of illness in which psychological, emotional, or behavioral disturbances are the dominating feature and which can substantially diminish the capacity for coping with ordinary demands of life.

MHSIP: Mental Health Statistics Improvement Program

NASMHPD: National Association of State Mental Health Program Directors

NRI: National Association of State Mental Health Program Directors Research Institute

Outcomes: A form of measuring consumer experience designed to help consumers, payers, and providers make rational health care choices based on better insight into the effect of these choices on the consumer's life.

Population: A complete set of individuals having some common observable characteristic. In this report the population is all consumers served by DMHA-contracted mental health providers.

Poverty: As defined by the federal government, a person is in poverty if the household in which the person resides has an annual income below a predetermined level.

SAMHSA: A federal agency under Health and Human Services, the Substance Abuse and Mental Health Services Administration.

Sample: a portion or subset of the entire population that is used to make inferences about the entire population.

Serious Emotional Disturbance (Children/Adolescents): The Division of Mental Health and Addiction definition of serious emotional disturbance is as follows:

- 1.) The child has a mental illness diagnosis under the DSM-IV-TR, published by the American Psychiatric Association.
- 2.) The child experiences significant functional impairments in at least one of the following areas:
 - a.) Activities of daily living.
 - b.) Interpersonal functioning.
 - c.) Concentration, persistence, and pace.

- d.) Adaptation to change.
- 3.) The duration of the disorder has been, or is expected to be, in excess of twelve months. However, children who have experienced a situational trauma, and who are receiving services in two or more community agencies, do not have to meet the durational requirement of this clause.

Seriously Mentally Ill (Adult): The Division of Mental Health and Addiction definition of seriously mentally ill adult is as follows:

- 1.) The individual has a mental illness diagnosis under the Diagnostic and Statistical Manual of Mental Disorders, 4th edition (DSM IV-TR), published by the American Psychiatric Association.
- 2.) The individual experiences significant functional impairment in two of the following areas:
 - a.) Activities of daily living.
 - b.) Interpersonal functioning.
 - c.) Concentration, persistence, and pace.
 - d.) Adaptation to change.
- 3.) The duration of the mental illness has been, or is expected to be, in excess of twelve months. However, adults who have experienced a situational trauma so not have to meet the durational requirement of this clause.

State Fiscal Year (SFY): In Indiana, the one-year period of time from July 1 of one year to June 30 of the following year.

Internet References

| Organization | Website |
|---|--|
| Indiana Family and Social Services Administration (FSSA) | www.in.gov/fssa |
| Indiana FSSA Division of Mental Health and Addiction (DMHA) | www.in.gov/fssa/servicemental |
| Substance Abuse and Mental Health Services Administration (SAMHSA) | www.samhsa.gov |
| SAMHSA Center for Mental Health Services (CMHS) | www.samhsa.gov/centers/cmhs/cmhs.html |
| Mental Health Statistics Improvement Program (MHSIP) | www.mhsip.org |
| National Association of State Mental Health Program Directors (NASMHPD) | www.nasmhpd.org |
| NASMHPD Research Institute (NRI) | www.nri-inc.org |

Adult Service Providers by County

| County | Adult (SMI) MH Service Providers, SFY2005 |
|----------------------|---|
| Adams | Park Center, Inc. |
| Allen | Four County Comprehensive Mental Health Center, Inc. |
| | Otis R. Bowen Center for Human Services, Inc., The |
| | Park Center, Inc. |
| Bartholomew | Quinco Consulting Center |
| | Wabash Valley Hospital, Inc. |
| Blackford | Grant Blackford Mental Health, Inc. |
| Boone | Adult and Child Mental Health Center, Inc. |
| | Behavior Corp, Inc. |
| | Community Hospitals of Indiana, Inc. |
| | Midtown Community Mental Health Centers |
| Brown | Quinco Consulting Center |
| Carroll | Wabash Valley Hospital, Inc. |
| Cass | Four County Comprehensive Mental Health Center, Inc. |
| | Otis R. Bowen Center for Human Services, Inc., The |
| Clark | Lifespring, Inc. |
| | Hamilton Center, Inc. |
| Clinton | Howard County Hospital |
| Crawford | The Southern Hills Counseling Center Incorporated |
| Davies | Knox County Hospital |
| De Kalb | Northeastern Center, Inc. |
| Dearborn | Community Mental Health Center, Inc. |
| Decatur | Quinco Consulting Center |
| Delaware | Center for Mental Health, Inc., The |
| | Comprehensive Mental Health Services, Inc. |
| Dubois | The Southern Hills Counseling Center Incorporated |
| Elkhart | Madison Center, Inc. |
| | Oaklawn Psychiatric Center, Inc. |
| | Southlake Community Mental Health Center, Inc. |
| | Tri-City Comprehensive Community Mental Health Center, Inc. |
| Fayette | Dunn Mental Health Center, Inc. |
| Floyd | Lifespring, Inc. |
| Fountain | Hamilton Center, Inc. |
| | Wabash Valley Hospital, Inc. |
| Franklin | Community Mental Health Center, Inc. |
| Fulton | Four County Comprehensive Mental Health Center, Inc. |
| | Otis R. Bowen Center for Human Services, Inc., The |
| Gibson | Southwestern Indiana Mental Health Center, Inc. |
| Grant | Center for Mental Health, Inc., The |
| | Grant Blackford Mental Health, Inc. |
| Greene | Hamilton Center, Inc. |
| Hamilton | Adult and Child Mental Health Center, Inc. |
| | Behavior Corp, Inc. |
| | Center for Mental Health, Inc., The |
| Hamilton (continued) | Community Hospitals of Indiana, Inc. |
| | Midtown Community Mental Health Centers |
| Hancock | Adult and Child Mental Health Center, Inc. |

| County | Adult (SMI) MH Service Providers, SFY2005 |
|---------------------|---|
| Hancock (continued) | Behavior Corp, Inc. |
| | Community Hospitals of Indiana, Inc. |
| | Midtown Community Mental Health Centers |
| Harrison | Lifespring, Inc. |
| Hendricks | Adult and Child Mental Health Center, Inc. |
| | Behavior Corp, Inc. |
| | Community Hospitals of Indiana, Inc. |
| | Cummins Mental Health Center, Inc. |
| | Hamilton Center, Inc. |
| | Midtown Community Mental Health Centers |
| Henry | Center for Mental Health, Inc., The |
| | Comprehensive Mental Health Services, Inc. |
| Howard | Howard County Hospital |
| Huntington | Four County Comprehensive Mental Health Center, Inc. |
| | Otis R. Bowen Center for Human Services, Inc., The |
| Jackson | Quinco Consulting Center |
| Jasper | Wabash Valley Hospital, Inc. |
| Jay | Comprehensive Mental Health Services, Inc. |
| Jefferson | Lifespring, Inc. |
| | Quinco Consulting Center |
| Jennings | Quinco Consulting Center |
| Johnson | Adult and Child Mental Health Center, Inc. |
| | Behavior Corp, Inc. |
| | Community Hospitals of Indiana, Inc. |
| | Cummins Mental Health Center, Inc. |
| | Hamilton Center, Inc. |
| | Midtown Community Mental Health Centers |
| Knox | Hamilton Center, Inc. |
| | Knox County Hospital |
| Kosciusko | Four County Comprehensive Mental Health Center, Inc. |
| | Oaklawn Psychiatric Center, Inc. |
| | Otis R. Bowen Center for Human Services, Inc., The |
| | Southlake Community Mental Health Center, Inc. |
| | Tri-City Comprehensive Community Mental Health Center, Inc. |
| La Porte | LaPorte County Comprehensive Mental Health Council, Inc. |
| | Madison Center, Inc. |
| | Oaklawn Psychiatric Center, Inc. |
| | Southlake Community Mental Health Center, Inc. |
| | Tri-City Comprehensive Community Mental Health Center, Inc. |
| LaGrange | Northeastern Center, Inc. |
| | Oaklawn Psychiatric Center, Inc. |
| | Southlake Community Mental Health Center, Inc. |
| | Tri-City Comprehensive Community Mental Health Center, Inc. |
| Lake | Edgewater Systems for Balanced Living, Inc. |
| | Oaklawn Psychiatric Center, Inc. |
| | Porter-Starke Services, Inc. |
| | Saint Margaret Mary Healthcare Centers, Inc. |
| | Southlake Community Mental Health Center, Inc. |
| | Tri-City Comprehensive Community Mental Health Center, Inc. |

| County | Adult (SMI) MH Service Providers, SFY2005 |
|---------------|---|
| Lawrence | South Central Community Mental Health Center, Inc. |
| Madison | Adult and Child Mental Health Center, Inc. |
| | Behavior Corp, Inc. |
| | Center for Mental Health, Inc., The |
| | Community Hospitals of Indiana, Inc. |
| | Midtown Community Mental Health Centers |
| Marion | Adult and Child Mental Health Center, Inc. |
| | Behavior Corp, Inc. |
| | Community Hospitals of Indiana, Inc. |
| | Cummins Mental Health Center, Inc. |
| | Hamilton Center, Inc. |
| | Midtown Community Mental Health Centers |
| | Universal Behavioral Services - Indianapolis |
| Marshall | Four County Comprehensive Mental Health Center, Inc. |
| | Madison Center, Inc. |
| | Otis R. Bowen Center for Human Services, Inc., The |
| Martin | Knox County Hospital |
| Miami | Four County Comprehensive Mental Health Center, Inc. |
| | Grant Blackford Mental Health, Inc. |
| | Howard County Hospital |
| | Otis R. Bowen Center for Human Services, Inc., The |
| Monroe | Hamilton Center, Inc. |
| | South Central Community Mental Health Center, Inc. |
| Montgomery | Cummins Mental Health Center, Inc. |
| | Hamilton Center, Inc. |
| | Wabash Valley Hospital, Inc. |
| Morgan | Adult and Child Mental Health Center, Inc. |
| | Behavior Corp, Inc. |
| | Community Hospitals of Indiana, Inc. |
| | Midtown Community Mental Health Centers |
| | South Central Community Mental Health Center, Inc. |
| Newton | Wabash Valley Hospital, Inc. |
| Noble | Four County Comprehensive Mental Health Center, Inc. |
| | Northeastern Center, Inc. |
| | Oaklawn Psychiatric Center, Inc. |
| | Otis R. Bowen Center for Human Services, Inc., The |
| | Southlake Community Mental Health Center, Inc. |
| | Tri-City Comprehensive Community Mental Health Center, Inc. |
| Ohio | Community Mental Health Center, Inc. |
| Orange | The Southern Hills Counseling Center Incorporated |
| Owen | Hamilton Center, Inc. |
| | South Central Community Mental Health Center, Inc. |
| Parke | Hamilton Center, Inc. |
| Perry | The Southern Hills Counseling Center Incorporated |
| Pike | Knox County Hospital |
| Porter | Oaklawn Psychiatric Center, Inc. |
| | Porter-Starke Services, Inc. |
| | Southlake Community Mental Health Center, Inc. |
| | Tri-City Comprehensive Community Mental Health Center, Inc. |

| County | Adult (SMI) MH Service Providers, SFY2005 |
|---------------|---|
| Posey | Southwestern Indiana Mental Health Center, Inc. |
| Pulaski | Four County Comprehensive Mental Health Center, Inc. |
| | Otis R. Bowen Center for Human Services, Inc., The |
| Putnam | Cummins Mental Health Center, Inc. |
| | Hamilton Center, Inc. |
| Randolph | Dunn Mental Health Center, Inc. |
| Ripley | Community Mental Health Center, Inc. |
| Rush | Dunn Mental Health Center, Inc. |
| Saint Joseph | Madison Center, Inc. |
| | Oaklawn Psychiatric Center, Inc. |
| | Southlake Community Mental Health Center, Inc. |
| | Tri-City Comprehensive Community Mental Health Center, Inc. |
| Scott | Lifespring, Inc. |
| Shelby | Adult and Child Mental Health Center, Inc. |
| | Behavior Corp, Inc. |
| | Community Hospitals of Indiana, Inc. |
| | Midtown Community Mental Health Centers |
| Spencer | Southern Hills Counseling Center Incorporated, The |
| Starke | Oaklawn Psychiatric Center, Inc. |
| | Porter-Starke Services, Inc. |
| | Southlake Community Mental Health Center, Inc. |
| | Tri-City Comprehensive Community Mental Health Center, Inc. |
| Steuben | Northeastern Center, Inc. |
| Sullivan | Hamilton Center, Inc. |
| Switzerland | Community Mental Health Center, Inc. |
| Tippecanoe | Cummins Mental Health Center, Inc. |
| | Wabash Valley Hospital, Inc. |
| Tipton | Howard County Hospital |
| Union | Dunn Mental Health Center, Inc. |
| Vanderburgh | Southwestern Indiana Mental Health Center, Inc. |
| Vermillion | Hamilton Center, Inc. |
| Vigo | Cummins Mental Health Center, Inc. |
| | Hamilton Center, Inc. |
| Wabash | Four County Comprehensive Mental Health Center, Inc. |
| | Grant Blackford Mental Health, Inc. |
| | Otis R. Bowen Center for Human Services, Inc., The |
| Warren | Wabash Valley Hospital, Inc. |
| Warrick | Southwestern Indiana Mental Health Center, Inc. |
| Washington | Lifespring, Inc. |
| Wayne | Dunn Mental Health Center, Inc. |
| Wells | Park Center, Inc. |
| White | Wabash Valley Hospital, Inc. |
| Whitley | Four County Comprehensive Mental Health Center, Inc. |
| | Otis R. Bowen Center for Human Services, Inc., The |

Child/Adolescent Service Providers by County

| County | Children/Adolescents (SED) MH Services Providers, SFY2005 |
|---------------|--|
| Adams | Park Center, Inc. |
| Allen | Four County Comprehensive Mental Health Center, Inc. |
| | Otis R. Bowen Center for Human Services, Inc., The |
| | Park Center, Inc. |
| | Villages of Indiana, Inc., The |
| Bartholomew | Quinco Consulting Center |
| Benton | Four County Comprehensive Mental Health Center, Inc. |
| | Otis R. Bowen Center for Human Services, Inc., The |
| Blackford | Grant Blackford Mental Health, Inc. |
| Boone | Adult and Child Mental Health Center, Inc. |
| | Behavior Corp, Inc. |
| | Community Hospitals of Indiana, Inc. |
| | Midtown Community Mental Health Centers |
| | St. Vincent Hospital and Health Care Center, Inc. |
| Brown | Quinco Consulting Center |
| Carroll | Four County Comprehensive Mental Health Center, Inc. |
| | Otis R. Bowen Center for Human Services, Inc., The |
| Cass | Four County Comprehensive Mental Health Center, Inc. |
| | Otis R. Bowen Center for Human Services, Inc., The |
| Clark | Lifespring, Inc. |
| Clay | Hamilton Center, Inc. |
| Clinton | Four County Comprehensive Mental Health Center, Inc. |
| | Otis R. Bowen Center for Human Services, Inc., The |
| Crawford | The Southern Hills Counseling Center Incorporated |
| Davies | Knox County Hospital |
| De Kalb | Northeastern Center, Inc. |
| Dearborn | Community Mental Health Center, Inc. |
| Decatur | Quinco Consulting Center |
| Delaware | Center for Mental Health, Inc., The |
| | Comprehensive Mental Health Services, Inc. |
| Dubois | The Southern Hills Counseling Center Incorporated |
| Elkhart | Madison Center, Inc. |
| | Oaklawn Psychiatric Center, Inc. |
| | Southlake Community Mental Health Center, Inc. |
| | Tri-City Comprehensive Community Mental Health Center, Inc. |
| | Villages of Indiana, Inc., The |
| Fayette | Dunn Mental Health Center, Inc. |
| Floyd | Lifespring, Inc. |
| Fountain | Four County Comprehensive Mental Health Center, Inc. |
| | Otis R. Bowen Center for Human Services, Inc., The |
| Franklin | Community Mental Health Center, Inc. |
| Fulton | Four County Comprehensive Mental Health Center, Inc. |

| County | Children/Adolescents (SED) MH Services Providers, SFY2005 |
|--------------------|--|
| Fulton (continued) | Otis R. Bowen Center for Human Services, Inc., The |
| Gibson | Southwestern Indiana Mental Health Center, Inc. |
| Grant | Grant Blackford Mental Health, Inc. |
| Greene | Hamilton Center, Inc. |
| Hamilton | Adult and Child Mental Health Center, Inc. |
| | Behavior Corp, Inc. |
| | Center for Mental Health, Inc., The |
| | Community Hospitals of Indiana, Inc. |
| | Midtown Community Mental Health Centers |
| | St. Vincent Hospital and Health Care Center, Inc. |
| Hancock | Adult and Child Mental Health Center, Inc. |
| | Behavior Corp, Inc. |
| | Community Hospitals of Indiana, Inc. |
| | Midtown Community Mental Health Centers |
| | St. Vincent Hospital and Health Care Center, Inc. |
| Harrison | Lifespring, Inc. |
| Hendricks | Adult and Child Mental Health Center, Inc. |
| | Behavior Corp, Inc. |
| | Community Hospitals of Indiana, Inc. |
| | Cummins Mental Health Center, Inc. |
| | Hamilton Center, Inc. |
| | Midtown Community Mental Health Centers |
| | St. Vincent Hospital and Health Care Center, Inc. |
| Henry | Comprehensive Mental Health Services, Inc. |
| Howard | Four County Comprehensive Mental Health Center, Inc. |
| | Otis R. Bowen Center for Human Services, Inc., The |
| | Villages of Indiana, Inc., The |
| Huntington | Four County Comprehensive Mental Health Center, Inc. |
| | Otis R. Bowen Center for Human Services, Inc., The |
| Jackson | Quinco Consulting Center |
| Jasper | Four County Comprehensive Mental Health Center, Inc. |
| | Otis R. Bowen Center for Human Services, Inc., The |
| Jay | Comprehensive Mental Health Services, Inc. |
| Jefferson | Lifespring, Inc. |
| | Quinco Consulting Center |
| Jennings | Quinco Consulting Center |
| Johnson | Adult and Child Mental Health Center, Inc. |
| | Behavior Corp, Inc. |
| | Community Hospitals of Indiana, Inc. |
| | Cummins Mental Health Center, Inc. |
| | Midtown Community Mental Health Centers |
| Knox | Knox County Hospital |
| Kosciusko | Four County Comprehensive Mental Health Center, Inc. |
| | Oaklawn Psychiatric Center, Inc. |
| | Otis R. Bowen Center for Human Services, Inc., The |
| | Southlake Community Mental Health Center, Inc. |

| County | Children/Adolescents (SED) MH Services Providers, SFY2005 |
|-----------------------|--|
| Kosciusko (continued) | Tri-City Comprehensive Community Mental Health Center, Inc. |
| La Porte | Madison Center, Inc. |
| | Oaklawn Psychiatric Center, Inc. |
| | Southlake Community Mental Health Center, Inc. |
| | Tri-City Comprehensive Community Mental Health Center, Inc. |
| LaGrange | Northeastern Center, Inc. |
| | Oaklawn Psychiatric Center, Inc. |
| | Southlake Community Mental Health Center, Inc. |
| | Tri-City Comprehensive Community Mental Health Center, Inc. |
| Lake | Oaklawn Psychiatric Center, Inc. |
| | Saint Margaret Mary Healthcare Centers, Inc. |
| | Southlake Community Mental Health Center, Inc. |
| | Tri-City Comprehensive Community Mental Health Center, Inc. |
| | Villages of Indiana, Inc., The |
| Lawrence | South Central Community Mental Health Center, Inc. |
| Madison | Adult and Child Mental Health Center, Inc. |
| | Behavior Corp, Inc. |
| | Center for Mental Health, Inc., The |
| | Community Hospitals of Indiana, Inc. |
| | Midtown Community Mental Health Centers |
| Marion | Adult and Child Mental Health Center, Inc. |
| | Behavior Corp, Inc. |
| | Children's Bureau of Indianapolis, Inc. |
| | Community Hospitals of Indiana, Inc. |
| | Cummins Mental Health Center, Inc. |
| | Hamilton Center, Inc. |
| | Midtown Community Mental Health Centers |
| | St. Vincent Hospital and Health Care Center, Inc. |
| | Villages of Indiana, Inc., The |
| | Universal Behavioral Services – Indianapolis |
| Marshall | Four County Comprehensive Mental Health Center, Inc. |
| | Madison Center, Inc. |
| | Otis R. Bowen Center for Human Services, Inc., The |
| Martin | Knox County Hospital |
| Miami | Four County Comprehensive Mental Health Center, Inc. |
| | Grant Blackford Mental Health, Inc. |
| | Otis R. Bowen Center for Human Services, Inc., The |
| Monroe | Hamilton Center, Inc. |
| | South Central Community Mental Health Center, Inc. |
| | Villages of Indiana, Inc., The |
| Montgomery | Cummins Mental Health Center, Inc. |
| | Four County Comprehensive Mental Health Center, Inc. |
| | Hamilton Center, Inc. |
| | Otis R. Bowen Center for Human Services, Inc., The |
| Morgan | Adult and Child Mental Health Center, Inc. |
| | Behavior Corp, Inc. |
| | Community Hospitals of Indiana, Inc. |
| Morgan | Midtown Community Mental Health Centers |
| | South Central Community Mental Health Center, Inc. |

| County | Children/Adolescents (SED) MH Services Providers, SFY2005 |
|---------------|--|
| Newton | Four County Comprehensive Mental Health Center, Inc. |
| | Otis R. Bowen Center for Human Services, Inc., The |
| Noble | Four County Comprehensive Mental Health Center, Inc. |
| | Northeastern Center, Inc. |
| | Oaklawn Psychiatric Center, Inc. |
| | Otis R. Bowen Center for Human Services, Inc., The |
| | Southlake Community Mental Health Center, Inc. |
| | Tri-City Comprehensive Community Mental Health Center, Inc. |
| Ohio | Community Mental Health Center, Inc. |
| Orange | The Southern Hills Counseling Center Incorporated |
| Owen | Hamilton Center, Inc. |
| | South Central Community Mental Health Center, Inc. |
| Parke | Hamilton Center, Inc. |
| Perry | The Southern Hills Counseling Center Incorporated |
| Pike | Knox County Hospital |
| Porter | Madison Center, Inc. |
| | Oaklawn Psychiatric Center, Inc. |
| | Southlake Community Mental Health Center, Inc. |
| | Tri-City Comprehensive Community Mental Health Center, Inc. |
| Posey | Southwestern Indiana Mental Health Center, Inc. |
| Pulaski | Four County Comprehensive Mental Health Center, Inc. |
| | Otis R. Bowen Center for Human Services, Inc., The |
| Putnam | Cummins Mental Health Center, Inc. |
| | Hamilton Center, Inc. |
| Randolph | Dunn Mental Health Center, Inc. |
| Ripley | Community Mental Health Center, Inc. |
| Rush | Dunn Mental Health Center, Inc. |
| Saint Joseph | Madison Center, Inc. |
| | Oaklawn Psychiatric Center, Inc. |
| | Southlake Community Mental Health Center, Inc. |
| | Tri-City Comprehensive Community Mental Health Center, Inc. |
| | Villages of Indiana, Inc., The |
| Scott | Lifespring, Inc. |
| Shelby | Adult and Child Mental Health Center, Inc. |
| | Behavior Corp, Inc. |
| | Community Hospitals of Indiana, Inc. |
| | Midtown Community Mental Health Centers |
| Spencer | Southern Hills Counseling Center Incorporated, The |
| Starke | Oaklawn Psychiatric Center, Inc. |
| | Southlake Community Mental Health Center, Inc. |
| | Tri-City Comprehensive Community Mental Health Center, Inc. |
| Steuben | Northeastern Center, Inc. |
| Sullivan | Hamilton Center, Inc. |
| Switzerland | Community Mental Health Center, Inc. |
| | Quinco Consulting Center |
| Tippecanoe | Cummins Mental Health Center, Inc. |
| | Four County Comprehensive Mental Health Center, Inc. |
| | Otis R. Bowen Center for Human Services, Inc., The |
| Tipton | Center for Mental Health, Inc., The |

| County | Children/Adolescents (SED) MH Services Providers, SFY2005 |
|--------------------|--|
| Tipton (continued) | Four County Comprehensive Mental Health Center, Inc. |
| | Otis R. Bowen Center for Human Services, Inc., The |
| Union | Dunn Mental Health Center, Inc. |
| Vanderburgh | Southwestern Indiana Mental Health Center, Inc. |
| | Villages of Indiana, Inc., The |
| Vermillion | Hamilton Center, Inc. |
| Vigo | Cummins Mental Health Center, Inc. |
| | Hamilton Center, Inc. |
| Wabash | Four County Comprehensive Mental Health Center, Inc. |
| | Grant Blackford Mental Health, Inc. |
| | Otis R. Bowen Center for Human Services, Inc., The |
| Warren | Four County Comprehensive Mental Health Center, Inc. |
| | Otis R. Bowen Center for Human Services, Inc., The |
| Warrick | Southwestern Indiana Mental Health Center, Inc. |
| Washington | Lifespring, Inc. |
| Wayne | Dunn Mental Health Center, Inc. |
| | Four County Comprehensive Mental Health Center, Inc. |
| | Otis R. Bowen Center for Human Services, Inc., The |
| Wells | Park Center, Inc. |
| White | Four County Comprehensive Mental Health Center, Inc. |
| | Otis R. Bowen Center for Human Services, Inc., The |
| Whitley | Four County Comprehensive Mental Health Center, Inc. |
| | Otis R. Bowen Center for Human Services, Inc., The |

Appendix 1. Sample Size Confidence Intervals, MHSIP Survey

| Center Number | Center Name | Number Served | Number of Survey Responses | Confidence Interval* at 80% Confidence Level | Confidence Interval* at 90% Confidence Level |
|--|--|---------------|----------------------------|--|--|
| 429 | Adult and Child Mental Health Center | 988 | 57 | 7.1% | 9.2% |
| 430 | BehaviorCorp, Inc. | 1698 | 56 | 7.3% | 9.4% |
| 411 | Center for Behavioral Health | 813 | 57 | 7.1% | 9.1% |
| 425 | Center for Mental Health, Inc., The | 1130 | 55 | 7.3% | 9.4% |
| 413 | Community Mental Health Center, Inc. | 812 | 57 | 7.1% | 9.1% |
| 422 | Comprehensive MH Services, Inc. | 1744 | 57 | 7.2% | 9.3% |
| 428 | Cummins Mental Health Center, Inc. | 1522 | 56 | 7.3% | 9.3% |
| 417 | Dunn Mental Health Center, Inc. | 1550 | 59 | 7.1% | 9.1% |
| 421 | Edgewater Systems For Balanced Living | 951 | 57 | 7.1% | 9.2% |
| 427 | Four County Comprehensive MH Center | 1046 | 56 | 7.2% | 9.3% |
| 416 | Gallahue Mental Health Center | 1596 | 57 | 7.2% | 9.3% |
| 414 | Grant Blackford Mental Health, Inc. | 920 | 56 | 7.2% | 9.2% |
| 405 | Hamilton Center, Inc. | 2377 | 56 | 7.3% | 9.4% |
| 407 | Howard Community Hospital | 533 | 56 | 7.0% | 9.0% |
| 402 | LifeSpring Inc. | 2326 | 56 | 7.3% | 9.4% |
| 406 | Madison Center, Inc. | 1093 | 56 | 7.2% | 9.3% |
| 401 | Midtown Community MH Center | 3589 | 58 | 7.2% | 9.3% |
| 426 | Northeastern Center, Inc. | 1154 | 57 | 7.2% | 9.2% |
| 409 | Oaklawn Psychiatric Center, Inc. | 1398 | 58 | 7.1% | 9.2% |
| 423 | Otis R. Bowen Center | 1060 | 56 | 7.2% | 9.3% |
| 419 | Park Center, Inc. | 2123 | 56 | 7.3% | 9.4% |
| 418 | Porter-Starke Services, Inc. | 1186 | 56 | 7.2% | 9.3% |
| 408 | Quinco Consulting Center, Inc. | 1544 | 56 | 7.3% | 9.4% |
| 1001 | Saint Margaret Mercy Healthcare Centers | 302 | 54 | 6.9% | 8.8% |
| 403 | Samaritan Center | 1029 | 56 | 7.2% | 9.3% |
| 420 | Southern Hills Counseling Center, Inc. | 910 | 58 | 7.1% | 9.1% |
| 424 | Southlake Community MH Center, Inc. | 1224 | 56 | 7.3% | 9.3% |
| 404 | Southwestern Indiana MH Center, Inc. | 2589 | 61 | 7.0% | 9.0% |
| 410 | Swanson Center | 635 | 56 | 7.1% | 9.1% |
| 412 | Tri-City Comprehensive MH Center, Inc. | 1144 | 57 | 7.2% | 9.2% |
| 1389 | Universal Behavior Services-Indianapolis | 128 | 33 | 8.4% | 10.7% |
| 415 | Wabash Valley Hospital, Inc. | 1600 | 57 | 7.2% | 9.3% |
| Mean (average) confidence intervals | | | | 7.2% | 9.3% |

* The range in which the true value of the population is estimated to be. See the "Survey Methods" section of this document for more information about confidence intervals.

Appendix 2. Sample Size Confidence Intervals, YSS-F Survey

| Center Number | Center Name | Number Served | Number of Survey Responses | Confidence Interval* at 80% Confidence Level | Confidence Interval* at 90% Confidence Level |
|--|--|---------------|----------------------------|--|--|
| 429 | Adult and Child Mental Health Center | 913 | 58 | 7.1% | 9.1% |
| 430 | BehaviorCorp, Inc. | 609 | 56 | 7.1% | 9.1% |
| 411 | Center for Behavioral Health | 288 | 58 | 6.5% | 8.4% |
| 425 | Center for Mental Health, Inc., The | 564 | 57 | 7.0% | 9.0% |
| 413 | Community Mental Health Center, Inc. | 272 | 56 | 6.6% | 8.5% |
| 422 | Comprehensive Mental Health Services | 433 | 57 | 6.9% | 8.8% |
| 428 | Cummins Mental Health Center, Inc. | 1092 | 57 | 7.2% | 9.2% |
| 417 | Dunn Mental Health Center, Inc. | 752 | 59 | 6.9% | 8.9% |
| 421 | Edgewater Systems For Balanced Living | 467 | 56 | 7.0% | 8.9% |
| 427 | Four County Comprehensive MH Center | 635 | 60 | 6.8% | 8.8% |
| 416 | Gallahue Mental Health Center | 1407 | 57 | 7.2% | 9.2% |
| 414 | Grant Blackford Mental Health, Inc. | 307 | 57 | 6.6% | 8.5% |
| 405 | Hamilton Center, Inc. | 1347 | 56 | 7.3% | 9.3% |
| 407 | Howard Community Hospital | 373 | 57 | 6.8% | 8.7% |
| 402 | LifeSpring Inc. | 840 | 60 | 6.9% | 8.9% |
| 406 | Madison Center, Inc. | 1397 | 56 | 7.3% | 9.3% |
| 401 | Midtown Community MH Center | 1326 | 58 | 7.1% | 9.2% |
| 426 | Northeastern Center, Inc. | 668 | 56 | 7.1% | 9.1% |
| 409 | Oaklawn Psychiatric Center, Inc. | 753 | 58 | 7.0% | 9.0% |
| 423 | Otis R. Bowen Center | 1038 | 56 | 7.2% | 9.3% |
| 419 | Park Center, Inc. | 733 | 58 | 6.9% | 9.0% |
| 418 | Porter-Starke Services, Inc. | 453 | 57 | 7.2% | 8.8% |
| 408 | Quinco Consulting Center, Inc. | 820 | 56 | 7.1% | 9.2% |
| 403 | Samaritan Center | 459 | 56 | 7.0% | 8.9% |
| 420 | Southern Hills Counseling Center, Inc. | 604 | 58 | 6.9% | 8.9% |
| 424 | Southlake Community MH Center, Inc. | 430 | 57 | 6.9% | 8.8% |
| 404 | Southwestern Indiana MH Center, Inc. | 1153 | 57 | 7.2% | 9.2% |
| 1001 | St. Margaret Mercy Healthcare Centers | 95 | 42 | 6.4% | 8.3% |
| 410 | Swanson Center | 242 | 58 | 6.4% | 8.2% |
| 412 | Tri-City Comprehensive MH Center, Inc. | 879 | 57 | 7.1% | 9.1% |
| 1006 | Villages of Indiana, Inc., The | 325 | 56 | 6.8% | 8.7% |
| 415 | Wabash Valley Hospital, Inc. | 797 | 58 | 7.0% | 9.0% |
| Mean (average) confidence intervals | | | | 7.0% | 8.9% |

* The range in which the true value of the population is estimated to be. See the “Survey Methods” section of this document for more information about confidence intervals.

Appendix 3. IU CSR Final Dispositions

| Interviews | SMI | SED | Total |
|--|-------------|-------------|--------------|
| Complete | 1792 | 1816 | 3608 |
| Total interviews | 1792 | 1816 | 3608 |
| Eligible, Non-Interview | | | |
| Refusal | 345 | 182 | 527 |
| Break-off | 79 | 36 | 115 |
| Respondent never available | 210 | 161 | 371 |
| Respondent away duration of the survey | 22 | 2 | 24 |
| Respondent deceased | 65 | 1 | 66 |
| Physically or mentally unable/incompetent | 257 | 3 | 260 |
| Language problem | 18 | 18 | 36 |
| Prison/Military/Institution | 3 | 0 | 3 |
| Telephone answering device (message confirms respondent) | 6 | 3 | 9 |
| Total Eligible, Non-Interviews | 1005 | 406 | 1411 |
| Unknown Eligibility/R Not Found | | | |
| Respondent not found | 2066 | 1765 | 3831 |
| Always busy | 6 | 7 | 13 |
| No answer | 83 | 49 | 132 |
| Telephone answering device | 122 | 97 | 219 |
| Barrier to dialing (privacy manager) | 1 | 10 | 11 |
| Total Unknown Eligibility/R Not Found | 2278 | 1928 | 4206 |
| Respondent Not Eligible | | | |
| Respondent denies having received services | 129 | 179 | 308 |
| Miscellaneous ineligible | 4 | 1 | 5 |
| Quota filled in that center | 5 | 11 | 16 |
| Total Respondent Not Eligible | 138 | 191 | 329 |
| Total Sample | 5213 | 4341 | 9554 |

Appendix 4. Descriptive Statistics

Descriptive Statistics – MHSIP Survey Scales

| | N | Min | Max | Mean | SD |
|-------------------------------------|----------|------------|------------|-------------|-----------|
| General Satisfaction | 1788 | 1.00 | 5.00 | 1.9276 | .91149 |
| Good Service Access | 1785 | 1.00 | 5.00 | 1.9714 | .77285 |
| Quality & Appropriateness | 1777 | 1.00 | 5.00 | 1.9268 | .68367 |
| Participation in Treatment Planning | 1698 | 1.00 | 5.00 | 1.9965 | .82659 |
| Positive Service Outcomes | 1757 | 1.00 | 5.00 | 2.2403 | .84469 |

Descriptive Statistics – YSS-F Survey Scales

| | N | Min | Max | Mean | SD |
|-------------------------------------|----------|------------|------------|-------------|-----------|
| General Satisfaction | 1809 | 1.00 | 5.00 | 2.0821 | .99136 |
| Participation in Treatment Planning | 1796 | 1.00 | 5.00 | 1.8875 | .79087 |
| Good Service Access | 1807 | 1.00 | 5.00 | 1.8331 | .77060 |
| Cultural Sensitivity | 1814 | 1.00 | 5.00 | 1.6601 | .62105 |
| Positive Service Outcomes | 1792 | 1.00 | 5.00 | 2.4043 | .96501 |

Appendix 5. Scale Scores Per Provider, MHSIP 28-Item, Ranked

| Ctr. No. | Center Name | Good Service Access | Quality & Appropriateness | Positive Service Outcomes | Participation in Treatment Planning | General Satisfaction | Average (Ranked) |
|----------|--|---------------------|---------------------------|---------------------------|-------------------------------------|----------------------|------------------|
| 408 | Quinco Consulting Center, Inc. | 83.90% | 90.70% | 79.20% | 84.90% | 83.90% | 84.52% |
| 426 | Northeastern Center, Inc. | 87.70% | 82.50% | 81.50% | 75.40% | 87.70% | 82.96% |
| 422 | Comprehensive MH Services, Inc. | 89.50% | 89.30% | 72.50% | 72.20% | 91.20% | 82.94% |
| 1389 | Universal Behavior Services-Indianapolis | 84.40% | 84.40% | 75.00% | 84.40% | 84.80% | 82.60% |
| 404 | Southwestern Indiana MH Center, Inc. | 86.90% | 91.40% | 72.20% | 72.70% | 88.30% | 82.30% |
| 413 | Community Mental Health Center, Inc. | 84.20% | 82.10% | 71.70% | 85.70% | 86.00% | 81.94% |
| 420 | Southern Hills Counseling Center, Inc. | 82.50% | 89.50% | 74.10% | 77.20% | 86.20% | 81.90% |
| 417 | Dunn Mental Health Center, Inc. | 84.50% | 87.90% | 71.20% | 76.80% | 86.40% | 81.36% |
| 403 | Samaritan Center | 85.70% | 82.10% | 70.00% | 77.40% | 89.30% | 80.90% |
| 409 | Oaklawn Psychiatric Center, Inc. | 86.20% | 86.20% | 64.90% | 77.80% | 87.90% | 80.60% |
| 427 | Four County Comprehensive MH Center | 87.50% | 85.70% | 78.80% | 72.20% | 78.60% | 80.56% |
| 414 | Grant Blackford Mental Health, Inc. | 81.80% | 87.30% | 69.20% | 74.50% | 80.40% | 78.64% |
| 416 | Gallahue Mental Health Center | 82.50% | 89.50% | 74.50% | 62.30% | 84.20% | 78.60% |
| 418 | Porter-Starke Services, Inc. | 76.80% | 84.90% | 66.70% | 78.40% | 85.70% | 78.50% |
| 412 | Tri-City Comprehensive MH Center | 83.90% | 82.70% | 67.30% | 81.10% | 77.20% | 78.44% |
| 402 | LifeSpring Inc. | 82.10% | 83.60% | 69.20% | 68.50% | 85.70% | 77.82% |
| 415 | Wabash Valley Hospital, Inc. | 71.40% | 85.20% | 70.90% | 80.00% | 80.70% | 77.64% |
| 419 | Park Center, Inc. | 76.80% | 80.40% | 75.90% | 72.70% | 82.10% | 77.58% |
| 425 | Center for Mental Health, Inc., The | 70.90% | 81.80% | 74.10% | 75.00% | 83.60% | 77.08% |
| 429 | Adult and Child Mental Health Center | 77.20% | 82.50% | 68.40% | 72.20% | 82.50% | 76.56% |
| 421 | Edgewater Systems For Balanced Living | 73.70% | 80.40% | 72.70% | 75.00% | 80.70% | 76.50% |
| 406 | Madison Center, Inc. | 75.00% | 83.90% | 69.10% | 72.20% | 80.40% | 76.12% |
| 411 | Center for Behavioral Health | 82.50% | 87.30% | 56.90% | 66.10% | 86.00% | 75.76% |
| 407 | Howard Community Hospital | 71.40% | 89.10% | 66.00% | 69.20% | 78.60% | 74.86% |
| 1001 | St. Margaret Mercy Healthcare Centers | 75.50% | 81.10% | 67.30% | 66.00% | 83.30% | 74.64% |
| 410 | Swanson Center | 80.40% | 75.00% | 71.70% | 55.60% | 76.80% | 71.90% |
| 423 | Otis R. Bowen Center | 77.80% | 82.10% | 69.20% | 60.40% | 69.60% | 71.82% |
| 430 | BehaviorCorp, Inc. | 66.70% | 75.00% | 62.50% | 76.00% | 75.00% | 71.04% |
| 424 | Southlake Community MH Center, Inc. | 69.60% | 71.40% | 56.60% | 67.90% | 78.60% | 68.82% |
| 401 | Midtown Community MH Center | 72.40% | 70.70% | 58.50% | 71.70% | 67.20% | 68.10% |
| 405 | Hamilton Center, Inc. | 71.40% | 83.60% | 49.00% | 67.30% | 66.10% | 67.48% |
| 428 | Cummins Mental Health Center, Inc. | 66.10% | 71.40% | 53.80% | 66.10% | 67.90% | 65.06% |
| | State | 79.00% | 83.10% | 68.80% | 72.90% | 81.30% | 77.02% |
| | National | 85.00% | 86.00% | 72.00% | 78.00% | 87.00% | 81.60% |

Appendix 6. Scale Scores Per Provider, YSS-F, Ranked

| Ctr. No. | Center Name | Good Service Access | Cultural Sensitivity | Positive Service Outcomes | Participation in Treatment Planning | General Satisfaction | Average (Ranked) |
|-----------------|--|----------------------------|-----------------------------|----------------------------------|--|-----------------------------|-------------------------|
| 430 | BehaviorCorp, Inc. | 89.30% | 98.10% | 74.50% | 96.40% | 85.50% | 88.76% |
| 422 | Comprehensive Mental Health Services | 92.90% | 98.10% | 73.20% | 79.60% | 91.20% | 87.00% |
| 404 | Southwestern Indiana MH Center, Inc. | 91.20% | 94.30% | 74.50% | 85.70% | 84.20% | 85.98% |
| 425 | Center for Mental Health, Inc., The | 87.70% | 94.40% | 66.10% | 91.20% | 82.10% | 84.30% |
| 413 | Community Mental Health Center, Inc. | 91.10% | 92.30% | 70.40% | 83.90% | 80.40% | 83.62% |
| 429 | Adult and Child Mental Health Center | 89.50% | 96.10% | 59.60% | 82.10% | 87.70% | 83.00% |
| 1006 | Villages of Indiana, Inc., The | 76.80% | 96.40% | 67.90% | 87.00% | 85.70% | 82.76% |
| 409 | Oaklawn Psychiatric Center, Inc. | 75.90% | 90.60% | 75.00% | 87.50% | 81.00% | 82.00% |
| 412 | Tri-City Comprehensive MH Center | 89.30% | 94.20% | 58.90% | 84.20% | 80.70% | 81.46% |
| 428 | Cummins Mental Health Center, Inc. | 82.50% | 95.90% | 60.00% | 89.50% | 78.60% | 81.30% |
| 401 | Midtown Community MH Center | 77.60% | 98.10% | 63.20% | 84.50% | 81.00% | 80.88% |
| 421 | Edgewater Systems For Balanced Living | 87.50% | 92.50% | 64.80% | 76.80% | 80.40% | 80.40% |
| 414 | Grant Blackford Mental Health, Inc. | 91.20% | 92.20% | 56.40% | 85.70% | 75.40% | 80.18% |
| 1001 | St. Margaret Mercy Healthcare Centers | 69.00% | 94.60% | 67.50% | 85.70% | 83.30% | 80.02% |
| 423 | Otis R. Bowen Center | 75.00% | 92.50% | 66.00% | 85.70% | 80.40% | 79.92% |
| 416 | Gallahue Mental Health Center | 86.00% | 89.10% | 57.10% | 87.50% | 78.60% | 79.66% |
| 424 | Southlake Community MH Center, Inc. | 78.90% | 92.00% | 64.90% | 86.00% | 75.40% | 79.44% |
| 415 | Wabash Valley Hospital, Inc. | 81.00% | 92.70% | 61.40% | 80.40% | 79.30% | 78.96% |
| 405 | Hamilton Center, Inc. | 76.80% | 90.40% | 64.30% | 81.80% | 80.40% | 78.74% |
| 402 | LifeSpring Inc. | 86.70% | 88.20% | 55.20% | 81.70% | 76.70% | 77.70% |
| 411 | Center for Behavioral Health | 84.50% | 82.70% | 59.60% | 79.30% | 81.00% | 77.42% |
| 427 | Four County Comprehensive MH Center | 81.40% | 90.40% | 58.60% | 81.70% | 71.70% | 76.76% |
| 403 | Samaritan Center | 74.50% | 93.90% | 59.30% | 80.00% | 75.90% | 76.72% |
| 418 | Porter-Starke Services, Inc. | 77.20% | 88.20% | 59.60% | 86.00% | 71.90% | 76.58% |
| 407 | Howard Community Hospital | 80.70% | 96.30% | 47.40% | 77.20% | 66.70% | 73.66% |
| 408 | Quinco Consulting Center, Inc. | 74.50% | 93.90% | 58.20% | 76.80% | 64.30% | 73.54% |
| 420 | Southern Hills Counseling Center, Inc. | 75.90% | 87.30% | 65.50% | 70.70% | 64.30% | 72.74% |
| 406 | Madison Center, Inc. | 78.60% | 81.80% | 53.60% | 85.50% | 62.50% | 72.40% |
| 426 | Northeastern Center, Inc. | 87.30% | 90.20% | 47.20% | 71.40% | 64.30% | 72.08% |
| 417 | Dunn Mental Health Center, Inc. | 89.80% | 85.50% | 50.00% | 72.90% | 61.00% | 71.84% |
| 410 | Swanson Center | 78.90% | 83.60% | 49.10% | 72.40% | 65.50% | 69.90% |
| 419 | Park Center, Inc. | 84.50% | 80.40% | 45.50% | 77.20% | 61.40% | 69.80% |
| | State | 82.70% | 91.40% | 61.00% | 82.20% | 76.10% | 78.68% |
| | National | 81.00% | 78.00% | 60.00% | 80.00% | 78.00% | 75.40% |

Appendix 7. One-way Analyses of Variances

One-way Analysis of Variances, Indiana MHSIP Survey Scales

| | | Sum of Squares | df | Mean Square | F | Sig. |
|--|----------------|----------------|------|-------------|-------|-------------|
| General Satisfaction | Between Groups | 44.768 | 31 | 1.444 | 1.761 | .006 |
| | Within Groups | 1439.881 | 1756 | .820 | | |
| | Total | 1484.648 | 1787 | | | |
| Good Service Access | Between Groups | 33.579 | 31 | 1.083 | 1.840 | .003 |
| | Within Groups | 1031.999 | 1753 | .589 | | |
| | Total | 1065.578 | 1784 | | | |
| Quality & Appropriateness | Between Groups | 23.603 | 31 | .761 | 1.647 | .014 |
| | Within Groups | 806.499 | 1745 | .462 | | |
| | Total | 830.102 | 1776 | | | |
| Participation in Treatment Planning | Between Groups | 25.166 | 31 | .812 | 1.192 | .216 |
| | Within Groups | 1134.313 | 1666 | .681 | | |
| | Total | 1159.479 | 1697 | | | |
| Positive Service Outcomes | Between Groups | 36.328 | 31 | 1.172 | 1.662 | .013 |
| | Within Groups | 1216.589 | 1725 | .705 | | |
| | Total | 1252.917 | 1756 | | | |

One-way Analysis of Variances, Indiana YSS-F Survey Scales

| | | Sum of Squares | df | Mean Square | F | Sig. |
|--|----------------|----------------|------|-------------|-------|-------------|
| General Satisfaction | Between Groups | 82.148 | 31 | 2.650 | 2.779 | .000 |
| | Within Groups | 1694.745 | 1777 | .954 | | |
| | Total | 1776.893 | 1808 | | | |
| Good Service Access | Between Groups | 34.796 | 31 | 1.122 | 1.820 | .004 |
| | Within Groups | 1087.929 | 1764 | .617 | | |
| | Total | 1122.725 | 1795 | | | |
| Cultural Sensitivity | Between Groups | 30.143 | 31 | .972 | 1.656 | .013 |
| | Within Groups | 1042.301 | 1775 | .587 | | |
| | Total | 1072.444 | 1806 | | | |
| Participation in Treatment Planning | Between Groups | 24.311 | 31 | .784 | 2.071 | .001 |
| | Within Groups | 674.959 | 1782 | .379 | | |
| | Total | 699.270 | 1813 | | | |
| Positive Service Outcomes | Between Groups | 53.176 | 31 | 1.715 | 1.870 | .003 |
| | Within Groups | 1614.693 | 1760 | .917 | | |
| | Total | 1667.868 | 1791 | | | |